



# 999 Ambulance (Unscheduled Care)

## See and Convey - taken to hospital

### Patient Survey Feedback

Month: January 2022



**92.4%**

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

#### Free text comments

##### Positive free text comments

I was treated by 2 gentlemen who were professional, kind and courteous. I cannot praise them high enough they were a credit to the service. Thank you.

The ambulance crew were very professional & went over & beyond on their help, both were extremely patient on getting my husband down the stairs, nothing was a problem, 2 lovely ladies & they did all they could to reassure him on his wellbeing

Arrived very quickly with approx. 10 minutes. Very competent and reassuring crew who dealt with the collapsed patient expertly and in addition there obvious training kicked in to check the house environment and found that a pan had been left on the cooker in the kitchen, there was a huge build-up of heat in the kitchen and a severe risk of fire.

##### Negative free text comments

Ridiculous how long you had to wait for ambulance

I didn't feel like that they were taking me seriously

Was told to get a taxi to hospital instead when suffering a-fib was terrifying

#### Number of responses

Online	44	<b>Total: 303</b>
Print	53	
Text	206	

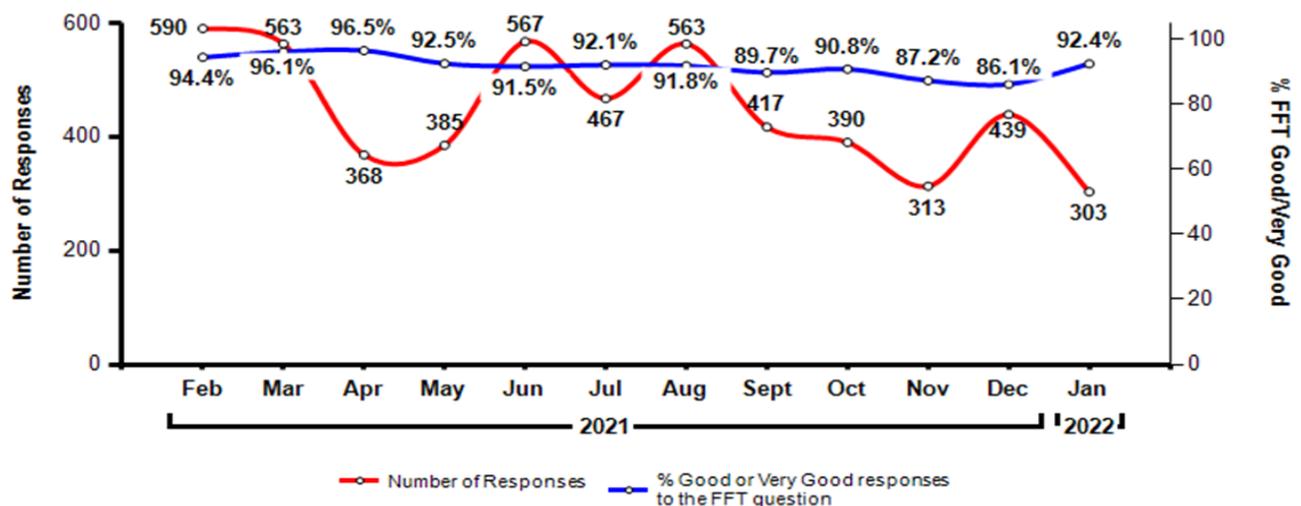


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>280</b>	<b>92.4%</b>	<b>+6.4</b>
Very good	254	83.8%	+11.8
Good	26	8.6%	-5.4
Neither good nor poor	13	4.3%	-2.4
Poor	4	1.3%	-2.8
Very poor	6	2.0%	-1
Don't Know	0	0.0%	-0.2

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.

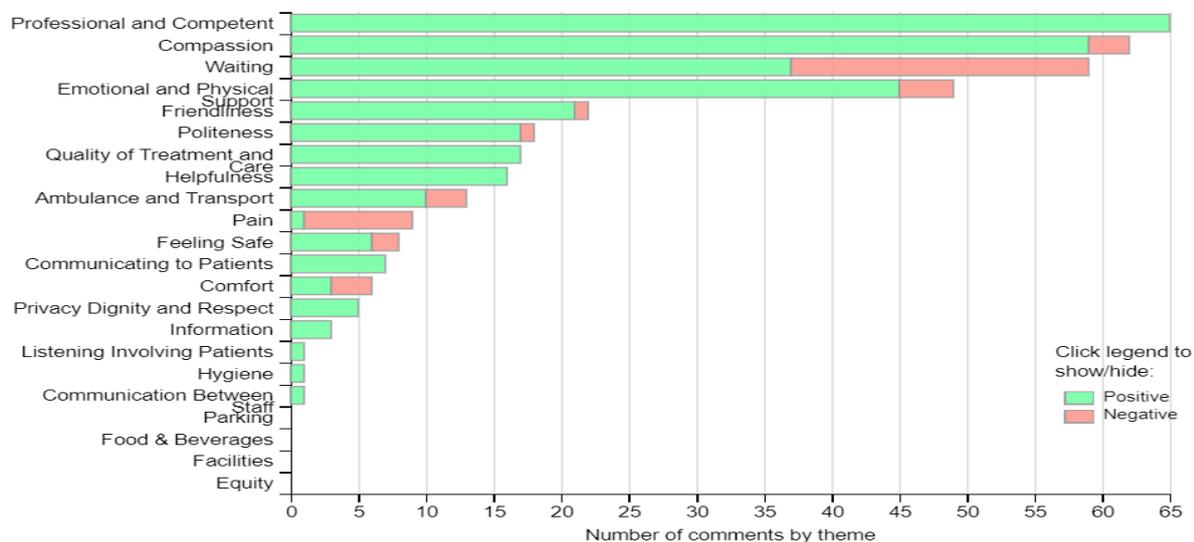
### Survey trend graph

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	92.4%	3.3%	303	254	26	13	4	6	0
County Durham CCG	86.4%	6.8%	44	33	5	3	3	0	0
Newcastle Gateshead CCG	93.8%	6.3%	48	41	4	0	1	2	0
North Tyneside CCG	92.0%	0.0%	25	19	4	2	0	0	0
Northumberland CCG	94.7%	2.6%	38	32	4	1	0	1	0
South Tyneside CCG	94.7%	5.3%	19	18	0	0	0	1	0
Sunderland CCG	97.0%	0.0%	33	31	1	1	0	0	0
Tees valley CCG	94.1%	2.0%	51	45	3	2	0	1	0
CCG unknown	88.9%	2.2%	45	35	5	4	0	1	0

### Results by Cluster

Cluster name	% Good	% Poor	Total Response	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	92.4%	3.3%	303	254	26	13	4	6	0
Alnwick	100.0%	0.0%	8	6	2	0	0	0	0
Backworth	95.8%	4.2%	24	20	3	0	0	1	0
Bishop Auckland	86.7%	13.3%	15	12	1	0	2	0	0
Blucher	100.0%	0.0%	24	21	3	0	0	0	0
Coulby	100.0%	0.0%	10	10	0	0	0	0	0
Cramlington	88.5%	3.8%	26	22	1	2	0	1	0
Hartlepool	100.0%	0.0%	15	12	3	0	0	0	0
Lanchester Road	84.6%	0.0%	13	10	1	2	0	0	0
Monkton	84.6%	11.5%	26	22	0	1	1	2	0
No Cluster	90.7%	2.5%	118	96	11	8	1	2	0
Pallion	100.0%	0.0%	12	12	0	0	0	0	0
Stockton	100.0%	0.0%	12	11	1	0	0	0	0



## Free text comments

The call was upgraded from non urgent to 'blue light' and response was good
I was treated by 2 gentlemen who were professional, kind and courteous. I cannot praise them high enough they were a credit to the service. Thank you.
They responded very quickly, but when they transferred me to another health professional e.g. ANP or a GP I had to give my history all over again, so it lacks continuity of care in my opinion and the waiting times for an ambulance is ridiculous, I think one time I called the waiting time was 7 hours, this needs to be improved.
Caring supportive staff team who supported me whilst mum was waiting for an ambulance, following hip dislocation.
Quick professional and effective
Because without the NHS and Ambulance service there would be a lot more fatalities and family's damaged
Fast and efficient service. The crew arrived well within the timeframe quoted. They were polite and thorough.
Call handler was supportive and knowledgeable. The paramedics were very professional, gave confidence and excellent treatment.
Call was answered promptly we were listened to and they explained why they needed to ask questions also made to feel you were the only person needing an emergency ambulance even though they were and are stretched
I called for an Ambulance on Sunday 9th January 2022, answer was immediate, 10-20am I Explained that my husband was taken ill with severe head ache rapid pulse, talking gibberish, they said they would arrive in less than 60 minutes and they did. when they asked him anything they got gibberish. They are clearly a team and were brilliant with both my husband and myself. They took him to Durham Hospital. I have nothing but praise for our NHS and Ambulance services. Thank you most sincerely.
Living in a fairly remote rural area it can take time for the ambulance to arrive obviously depending on its previous location but in this case the response time was good.
Rapid responder arrived within 15 mins of making the call for my mother, made a rapid assessment and gave appropriate pain relief while calling for back up
Phone was answered very quickly, comprehensive questions asked. Ambulance came in 30 mins. The paramedics could not have been more efficient or friendly. They kept me up to date with what was going on, why they were doing certain tests on my mother and any further actions required. They treated my mother with respect and humility under the difficult circumstances; she is extremely hard of hearing. I can't praise these paramedics enough; their job must be so hard especially in the current climate
I dialled 111 who then sent out a quick response ambulance. Told it would be up to an hour but less than 10 mins. The paramedic was very polite & reassuring.
Very prompt, very caring and reassuring service
Crew arrived within 15 minutes of 111 call. Extremely professional. Explained everything fully. Checked that I was OK with the their conclusions to monitor at home.
The woman who served us was very professional and kept me calm whilst ringing for my mam
The ambulance crew went above and beyond to help
Came quite quick and went down a lot of routes to solve the problem
I didn't feel like that they were taking me seriously
The two ladies that attended the 999 call were excellent
Very prompt response.
Stressed, whole service reassured me, response time was longer than hoped but obviously under extreme pressure at moment



Very quick service even though we were told there would be a long wait they were here within 15 mins rather than 2 hours
The ambulance crew were very professional & went over & beyond on their help, both were extremely patient on getting my husband down the stairs, nothing was a problem ,2 lovely ladies & they did all they could to reassure him on his wellbeing
Lovely paramedics
The crew, ****and **** were fantastic. They immediately made me feel safe, they were very professional but also very caring. They ensured that my dignity was protected at all times. They were so thoughtful, making sure I had my mobile charger and even got me some books to take with me. In the ambulance they gave me lots of blankets, as I was very cold and shivery. **** was very reassuring on the journey and **** ensured a smooth ride. They made me comfortable in A and E wishing me well
Really polite considering the pressure they are under the understanding what my condition was and professional thank you
I had fallen in the house face down, my daughter found me and rang for an ambulance and the crew arrived just 20 minutes later. They were so kind to me.
Prompt professional service in time of need.
Fast arrivals, good manners, good experience, five stars.
They were great with us
Arrived very quick first class attention and helpful
Very fast efficient service lovely paramedics
When phoning 999 it took the ambulance over 3 hours to arrive, the weather conditions were at -2 and the casualty was in an outdoor environment in unbelievable amounts of pain and turning hypothermic. Upon arrival the staff were great but they were also disappointed to find that this call had been put through as a low priority giving the circumstances
Always seems a long time to wait. Treatment when arrived was good.
It took a fair while to get through to 999 call handler, but they were helpful and kind. Crew arrived within the advised time period and were really friendly kind and caring whilst remaining totally professional.
Efficient effective and most professional
I was told up to 2 hours for a blue light ambulance, arrived within 1/2 an hour and the 2 ambulance staff made me feel very comfortable & calm when I wasn't feeling my best. They looked after me great until I was taken into the care of a&e
Quick response and paramedics were very thorough and treat my mum with empathy and dignity
Friendly, efficient, fast, very sympathetic and considerate
Friendly staff and did lots of checks/tests on my mum. Really tried to make her feel "better", by being friendly.
Put my mind at ease knowing there were on the way. turn up really quick
The paramedics were amazing
Arrived very quickly with approx. 10 minutes. Very competent and reassuring crew who dealt with the collapsed patient expertly and in addition there obvious training kicked in to check the house environment and found that a pan had been left on the cooker in the kitchen for the duration that the patient had been collapsed - this had been on the hob for many hours as there was a huge build up of heat in the kitchen and a severe risk of fire.
Because it was an emergency
Although the service was under strain at the time of calling, waiting time was not excessive and within timeframe communicated.
The caller was vey good
Came quick ambulance men very reassuring have no complaints got my mum to hospital and stayed till she got into waiting area.have used the ambulance service before no complaints



Arrived very promptly without having to wait for hours
Arrived very quickly but concerned that I was asked to shuffle down stairs after having obviously stroke symptoms. Diagnosis confirmed bt MRI scan
Daughter in and out of consciousness. Unresponsive
Were quick to answer Gave us clear information on what to do ,we were put at ease in the emergency of the situation
The level of service and care displayed by all the paramedics that helped my mam when she broke her leg after a fall was outstanding. During a very anxious time they were simply brilliant, they assessed a difficult situation and worked out what was needed in a calm highly professional manner.
I was asked if a stranger who was helping me next to the road if they could take me to the hospital. I think thus is inappropriate to ask someone who's car has just run over their leg, or any other traumatic accident
Ambulance was there in half an hour and the paramedics were very good and pleasant
Service was excellent considering the pressure you are under
Caring, knowledgeable and professional. Great service overall.
Fast and efficient
The paramedic arrived within 25 minutes and assessed my wife. He then transported her to A&E at North Tees Hospital. The speed of the response and the paramedics approach was excellent. During my initial 999 call the call handler told me that the service was busy and an ambulance could take up to 90 minutes to respond, so the speed of the service was a huge relief
All staff that we encountered were so lovely and caring which made a stressful experience much easier. The response was quick and we really appreciated everything.
Found my brother unconscious decided to ring 999 direct - I was not prepared for the number of questions I had to answer on my brothers behalf before a decision was made to send a blue light ambulance - indeed I formed the opinion that my brother could die before a decision was reached should he be suffering from a serious ailment
Because the paramedics provide a first class service in care and understanding.
From the operator, specialist ambulance clinician & two most wonderful lady paramedics who attended my husband were nothing but most professional, friendly, respectful & helpful to us BOTH & due to circumstances of the day not being allowed to go into hospital with him the paramedics left me feeling very reassured that he would be very well taken care of leaving me contact details of the hospital. They went above & beyond their normal duties & I'd like to thank them so much for their kindness.
Their very helpful
***** was amazing
The ambulance arrived within minutes
Very caring lovely paramedics and very quick to attend.
The care I received was outstanding, the paramedics were kind and compassionate and I felt comfortable in their care throughout
Totally professional and caring service even considering how under resourced the service is
My mum became seriously ill
Disabled
The only problem I had to wait in the ambulance for a hour before I could go in
Fast response, attentive paramedic team
My partner vomited blood and had very high temperature
Ambulance crew were brilliant Only thing I found wording is being told by call centre staff that while having a heart attack the ambulance wait was an hour. They did arrive before that but it's very concerning
From speaking to staff on a 999 call, a call from NEAS to ask for more detailed information on the patient to the ambulance crew arriving was second to none. They was patient, friendly, attentive, willing to listen to us but most of all had the greatest respect & bedside manner. Thank you! You're all a credit to your job.



My wife stopped breathing
No issues or complaints
Brilliant service
Answered promptly and asked all correct questions
They were very professional, reassuring to both mother and me, took time and didn't rush mother helping her to stay calm and not panic, were fantastic
Mark and Liz put me at ease. They are awesome!
My son would have died if the staff had not acted with the response they did, when many doctors from my gp dismissed our worries, they took the time to listen and got him the help he needed so thanks
The response time was so fast. The team made sure everything was perfectly fine before leaving. They were professional and friendly.
Was told to get a taxi to hospital instead when suffering a-fib was terrifying
Amazing paramedics dealt with my mum compassionately and helped her
To get help for mother with copd and pneumonia
There were very good coming in to my house especially look after my husband and taking my husband to the hospital.
I received excellent care and medical help
I rang for a client. She had been on the floor for 2+hrs. After the initial call, a nurse ran me back. I answered her questions and she said she had upgraded the ambulance as 2+hrs on the floor affects the way th internal organs work. Ambulance arrived maybe 30-40mins later. Crew were fantastic! Assets to the nhs
Very professional and excellent response. A big thanks to the two paramedics. They were so . Reassuring and a credit too the service
Because the treatment was first class
The NHS 999 Services' have never let me down up to now
The ambulance people who attended my 4 year old grandson saved his life and wish I knew who they were to thank them
Arrived quite quickly and staff were lovely. Put my dad and myself at ease with their professional and friendly support.
Professional, efficient, calming
I was give correct information and the ambulance arrived within the timeframe I was told . The crew were professional but also friendly and reassuring.
Well within timescales professional courteous and thorough paramedic team.
Everyone we spoke to or came into contact with was kind, supportive, giving clear guidance and information with compassion .
My mother was taken care of fast and the ambulance staff were professional and caring with her
The call handler was very good keeping us calm and giving instructions in an awful situation. The ambulance crew 2 gentlemen were brilliant with my little boy I can't thank them enough. They were here so very quickly, did what they had to at the home and got us to hospital ASAP in the most awful situation. They kept myself calm reassuring me and there care and compassion was brilliant. I will forever be thankful to them! A service I couldn't fault!
Very helpful and quick in taking all the info of the patient
They were very caring and reassuring and also very professional they put me at ease and waited with me in the ambulance tell there was a room available for me
Straight out to the house within minutes. Great service from the man however the woman didn't seem to pleasant
The team were all super efficient, kind, compassionate and caring. They worked so well together and made sure both my partner and myself knew what was going on. He had multiple injuries and they comforted and reassured him throughout. Thank you so much!



The ambulance staff was ,Very professional, kept to all covid guidelines, very understanding, and very very caring towards my partner and her illness and injury, All we have to say on that matter is THANK YOU BOTH SETS OF CREW, AND MOST OF ALL STAY SAFE, AND KEEP UP THE PRICELESS AND PROFESSIONAL WORK ,...
On calling the ambulance I was informed it may take up to an hour we felt very lucky that it arrived in under 10 mins
Prompt service and very friendly paramedics that helped to soothe a stressful situation.
Excellent Friendly and professional
Swift response to get to my Dad and very helpful operator on the phone
They were very understanding and helpful and caring
The paramedics who came were brilliant with my mother who is 87.
The ambulance personnel were patient
Partner couldn't move, was told it would be 20 minutes for an ambulance, when I called back I was told that isn't accurate and could be 2 or 3 hours. Ended up being 2. There was very little empathy shown on the 2nd call. The agent said to my partner "with my assessment you wouldn't be classed as urgent as you are, but the previous assessment stands". Your agent said this to her while she was lying on a cold floor half naked unable to move.
Just very good and helpful and calm
couldn't fault the service....the time they took to get to me, the crew, their kindness and professionalism towards me, and their expertise was second to none, they knew how ill I was without scaring me, and got me into hospital speedily ,amazing people
Because they were very professional in there way of dealing with the situation, and very caring
Paramedics that came and saw my husband spoke to him explained what they were doing at put him at ease
Ambulance service was very prompt in 10 minutes to reach me and approximately 40 minutes to do all checks before taking me to hospital
The crew arrived really quickly which was comforting but the care and attention they both gave my elderly mother was second to none. They tried to treat her at home as it was distressing us to think of her in hospital alone but her oxygen levels could not be stabilised so she had to be admitted Two outstanding caring people who showed all the attributes of professionalism at it's best even giving tips on managing mam's COPD on her return from hospital as she's newly diagnosed. Thanks a million
Excellent service from the ambulance workers
The person on the phone was very good, calm and reassuring even though I was in a lot of pain and frightened. The ambulance arrived quicker than predicted and the crew were brilliant. The also reassured me and helped with my immediate situation and followed up by taking my to the emergency unit for assessment. Both the crew were really good and I cannot commend or thank them enough
The crew that attended my home were absolutely fabulous they made my little girl feel safe thank you so much
15 minute wait. Friendly compassionate and professional paramedics
The call handler was caring and calmed me, in somewhat of a very stressful situation
Quick response in difficult times. Immediate care given.
Fast response ambulance paramedics introduced themselves very professional
Quick responsive very thorough
They arrived within 15mins of our call, the three paramedics were all very efficient in the situation
Staff were brilliant & friendly
I have had to call out the ambulance 4 times in 3 months for my husband. Each time you were very professional, also we only had to wait about 15mins ,my husband had the best care ,and is back home now . Thank you.



Two ambulance men were great, polite and courteous
Because I was in a lot of pain, I was unable to move and was lying waiting in a very uncomfortable position for over four hours.
Good efficient service with pleasant staff,
Arrived 25 minutes. Calmed me down, took excellent care of my husband who had obviously had a stroke. Reassured him and treated him so gently even having to get him past a curved stair lift. Time given was at least an hour so it was brilliant when they arrive earlier as I realise the problems at present.
Arrived quickly. Made us feel confident that they knew what they were doing & treated my dad with great care & respect
Great response. Arrived very fast and crew were understanding and excellent.
Arrived quickly and crew were very nice
The phone operator was effective and professional. Ambulance crew reassuring and on the ball. Queen Elizabeth practitioner or Doctor was attentive. All together if anything they raised my esteem for the NHS Job well done guys
Mam having a stroke
Although told the ambulance could take up to 60 minutes to arrive it was actually here in 10. The crew were reassuring and kept me informed of what was happening
The 999 caller was very rude and did not handle the call in a professional manner and neither did the manager. Believe extra training is needed for both involved in the call.
The service was quick and the crew were efficient, professional and friendly.
Operator was proficient. Ambulance arrived within 7 minutes. Crew were very proficient.
Getting through was easy and although I had to wait about 2 hours which was quite an ordeal as I'm elderly and had broken both my ankles after a fall and couldn't move they made sure that there was someone with me, I understand why I had to wait as mine wasn't life threatening and they came as soon as they could the three young ambulance ladies were very friendly and very professional and kept me calm while I was given enough pain relief before they could move me into the ambulance A big thank u
Speedy response. Staff were friendly, knowledgeable and put the patient at ease. They listened and provided time for the patient to express their concerns despite being under pressure. Amazing team. Amazing care. Under appreciated by many.
The 2 girls in the ambulance went above & beyond what was expected. Probably saved my life.
Ambulance arrived promptly with two outstanding paramedics who were both brilliant
When paramedics arrived care was excellent.
Prompt. Very pleasant. Excellent care provided. Well done.
Because I've been in Hospital about 7 time in 21 and I've always been took out the house careful and gentle always with a smile and bring me home straight into my chair.
Very prompt response.
They were quick and very good.
Because all you hear is the bad news not very often the good. I have no complaints I couldn't have been treat better by my own family.
Very good. 3 ladies worked as team.
It was responsive and cordial.
Excellent service.
The crew were very good to my needs and care and took time with me.
Girl on phone very helpful talking to me all the time till the ambulance was on its way telling me to see to him.
Crew were amazing made every effort to help and calm.
Exemplary staff.



Friendly and knew what they were doing, Helped me and took me to hospital where I was put under observation for a couple of hours then released.
The ambulance personnel were professional, courteous and very considerate. Everything was explained and we felt safe with the care we received.
All of the service received was good.
Prompt, friendly.
Delay in ambulance arrival due to shortage.
Kind and efficient.
I had no complaints.
It took almost 3hours to come I told the 999 lady. I thought my husband was dying he was on the floor in extreme pain we could hear him in extreme pain. The ambulance was still outside of our house at 2pm that Thursday trying to treat my husband for his pain.
In view of fact, I was feeling breathless, chest pains and irregular heartbeat - ambulance even came quickly - realised my problem and got me to hospital quickly giving me assurance throughout.
Paramedics really nice and thorough I felt better when they turned up didn't wait too long.
The crew were cheerful and very good at their jobs and made me feel safe.
Because the service was really good.
The ambulance arrived quickly and the paramedics were reassuring and very efficient.
They were very caring and helpful.
Even though I was struggling to breathe, I was to sit on an uncomfortable chair for the ride to hospital.
Although the operator went through the check list with accuracy the patient was in a great deal of pain and I felt she was impatient. (The first time we called an ambulance it didn't come. Instead after waiting 4 hours a taxi was sent from Sunderland. The patient was in a great deal of pain. It was a long wait. The second time the ambulance came after about 3 hours and the paramedics did check him out before setting off but again it was a long time waiting. We take for granted the whole of the National Health and the ambulance service who at the end of the day can only do their best with the equipment ambulances they have at their disposal.
They were very helpful and understanding.
The ambulance crew were very good & efficient.
We have had a quick response generally. Most are very professional at their job.
Clear concise information given from initial call - to arrival of ambulance.
Efficient and kind staff.
I can't as I could not breath it was my breath I had blood clots on lungs. My neighbour phone
Everything clean/tidy. Staff very knowledgeable.
Under present conditions you do well.
Doctor would not visit and told us to use ambulance.
15 minute response + about 1 & 1/2 hours into hospital.
They helped keep me calm.
Arrived in good time. Sympathetic crew.
I was treated at the scene and made comfortable. I was taken to hospital as fast as possible.
They arrived in good time and were very polite and explained everything they were doing.
The paramedics were very good and showed that they cared, and I didn't have to wait long for ambulance to arrive.
Ambulance arrived quickly. I was treated efficiently and caringly at all times from home to the A&E department.
Arrived ASAP.
They were very good, when I needed them at the time.



I knew I was in the hands of professionals when your crew arrived. They were confident and I felt I was safe. Reassuring indeed.

Most response times are very unpredictable

The ambulance arrived within 15 minutes and the paramedics were so kind and professional

Very polite and reassuring

### Anything we could have done better?

Maybe the telephonist could allow the caller to answer the questions more as the person needing the ambulance not always able to answer This is not a criticism as I am aware of data protection but possibly on loud speaker could be an answer

only by having more ambulances and crews so they have less of an area to cover which in turn should speed up the response times

They couldn't listen more

More ambulance/ appliances

Gave pain medication for relief of pain before I reached A&E as I had severe pain

Assessed the needs of the patient and the environment that he was in and made the call higher priority

Have more call handlers available to reduce call waiting times.

Waiting time

If someone does not have a friend or relative with them, it is inappropriate to ask them for a stranger to take them to a hospital it could even be a safeguarding issue

Accept that a semi-conscious /unconscious person is a priority and eliminate some of the questions asked

Wait time

Had more ambulances on shift and prioritised heart patients

Explained on the phone that when an ambulance is coming it doesn't necessarily mean hospital - more so observations

Some staff could be more polite rather than ignore you most of the time.

Could have been a bit quicker but that's down to today's circumstances

Shown some empathy or at least pretended like you cared about us.

Arrived sooner

999 call handler could have been a lot more understanding of the situation. Raising voice and shouting is not the right solution when someone is in distress. Empathy and understanding is required in any situation and both 999 call handler and manager lacked all.

More ambulances and staff is needed which is out of your hands and a problem for the government to sort out as soon as possible

Arrived faster.

A little quicker.

It is important to have the option to go to your preferred hospital, when you are already under their care.