



999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: February 2022



100%

Very good or good overall experience of the service

Free text comments

Positive free text comments	They did an excellent job. Could not fault them
	Very good service, arrived within minutes. Checked immediately and thoroughly. Gave advice, overall they were excellent.
	Did not have to wait long. Very good at a calming influence. Very empathetic and reassuring
Negative free text comments	I did have to wait on the floor, very cold for more than an hour but in view of where I live this was probably unavoidable.
	Understandably the ambulance crew were extremely busy but we did wait over an hour.

Number of responses

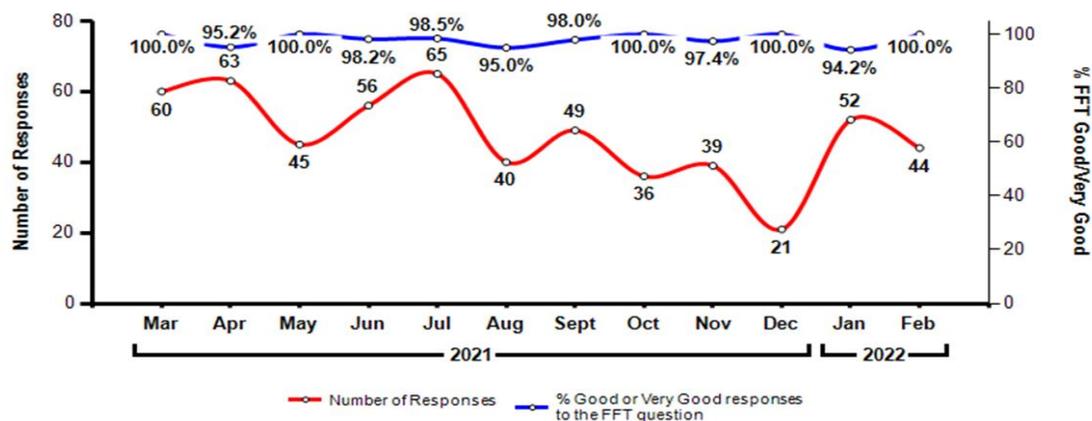
Online	0	Total: 44
Print	44	
Text	0	



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)	44	100.0%	+5.8
Very good	42	95.5%	+3.1
Good	2	4.5%	+2.6
Neither good nor poor	0	0.0%	-3.8
Poor	0	0.0%	0
Very poor	0	0.0%	-1.9
Don't Know	0	0.0%	0

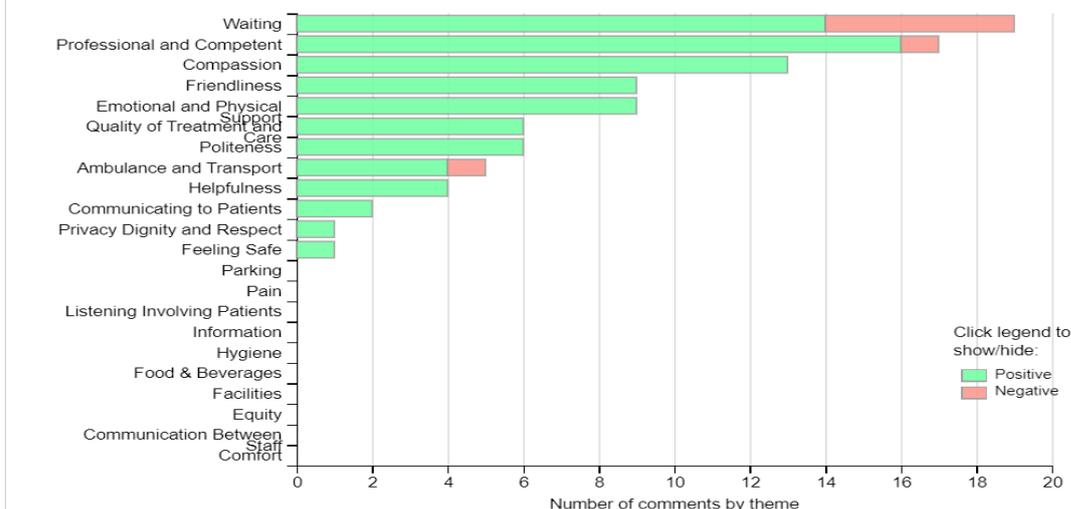
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

Fast and professional response for help and assistance. The paramedics were efficient and made me feel safe.
I received excellent treatment.
The response was all quick and possible . . . I'm sure the care was excellent, efficient and kind.
Answered immediately.
Just so professional.
Your team arrived in 45 minutes put me back in bed and dressed my wounds!
They did an excellent job. Could not fault them.
They attended whilst I was still on the call to 999 approximately 5 minutes from picking up the phone.
Very professional, caring and compassionate. Also very thorough.
Very good service, arrived within minutes. Checked immediately and thoroughly. Gave advice overall they were excellent.
I am always amused at the speed with which you respond to a call.
Paramedic came out promptly and examined me and gave me the necessary treatment.
A pleasant, confident crew. Tried repeatedly to persuade her to go to hospital for anxiety.
Very helpful and pleasant they certainly know their job.
The men were efficient and caring.
I used 111 it was OK.
Were here in ten minutes, they were very efficient.
Quick response. The paramedics service was excellent. Very respectful manner.
She was wonderful, very caring and explained everything. She was called Jane.
Very efficient and prompt able to understand procedure.
The ambulance arrived very quickly. The team were very efficient and caring. Two lovely [unreadable].
Because they were lovely - the caller helped me then a paramedic called and she was lovely then the ambulance crew were so kind.
Came very quickly and could not have asked for anything better.
Arrived quickly. Efficient put patient at ease. Talked through everything.
Response was good on time, examined myself.
The medics were efficient, reassuring, pleasant and helpful.
Staff are very friendly and helpful. Paramedics went out of their way to make me feel better.
Polite, friendly, good at explaining before proceeding.
Ambulance arrived quickly after 999 call. People were very good and thorough.
The paramedics were polite.
Could not fault the two of them.
****was professional, skilled and with a caring approach. All other emergency response team were polite, patient and responded quickly, very professional.
Arrived quickly. Very professional.



Phone 111 who said an ambulance was required told the waiting time. 1/2 hour later the ambulance service rang and said the ambulance would arrive in 12 minutes. The operator was calm and reassuring with a warm friendly voice.
Did not have to wait long. Very good at a calming influence. Very empathetic and reassuring.
Took a while to arrive.
Prompt/very caring attitude/friendly put me at my ease.
Coming very fast, help my . . . with my situation with my son he has very low temperature.
Prompt, hugely efficient, friendly and funny. Couldn't have been better.
All; from call taker to paramedics who attended were professional, patient helpful, caring and gave excellent follow up advice.
First class service.
Phone 111 who said an ambulance was required told the waiting time. 1/2 hour later the ambulance service rang and said the ambulance would arrive in 12 minutes. The operator was calm and reassuring with a warm friendly voice.
Ambulance arrived within minutes. A very highly skilled professional service.

What could we have done better?

Get rid of the 111 service, too long winded and time wasting!
Arrive quicker.