

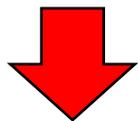


999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: February 2022



91.6%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Fast response - Caring ambulance staff

Very attentive paramedics who know what they are doing and do it well... you all do a brilliant job and deal with a lot. Thank you all very much

Couldn't have expected better service and attention provided me by ambulance staff

Negative free text comments

I appreciate time is out of your control, but I found the male paramedic to be very arrogant, was for us a very stressful time

I had a heart attack and had to wait 2 and half hours for the ambulance to arrive

Waited 16 hrs for ambulance on a 999 call

Number of responses

Online

28

Print

48

Text

210

**Total:
286**

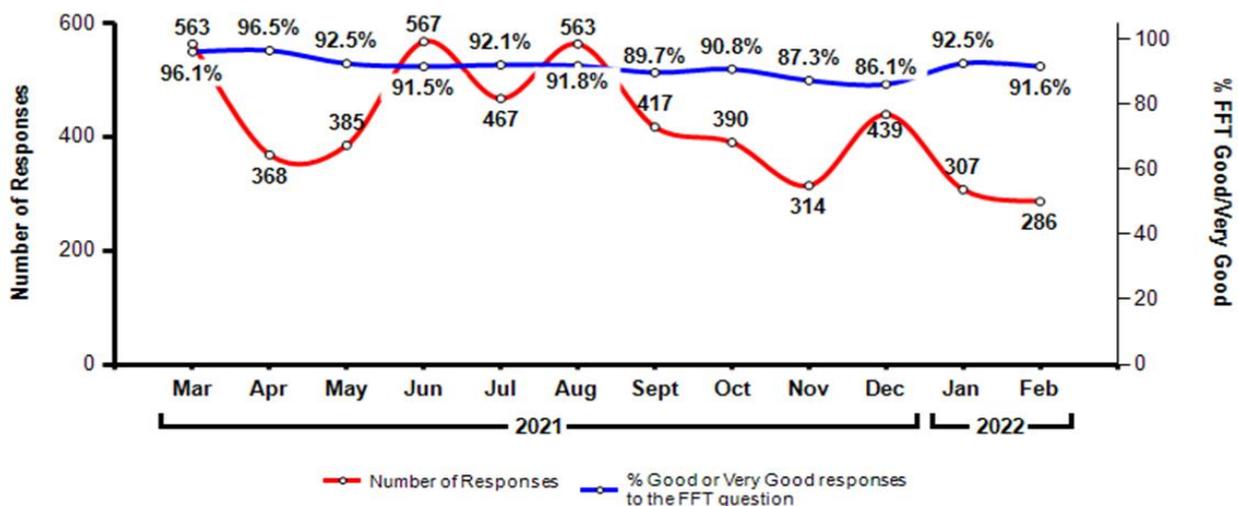


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	262	91.6%	-0.8
Very good	236	82.5%	-1.3
Good	26	9.1%	+0.5
Neither good nor poor	7	2.4%	-1.9
Poor	5	1.7%	+0.4
Very poor	10	3.5%	+1.5
Don't Know	2	0.7%	+0.7

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.

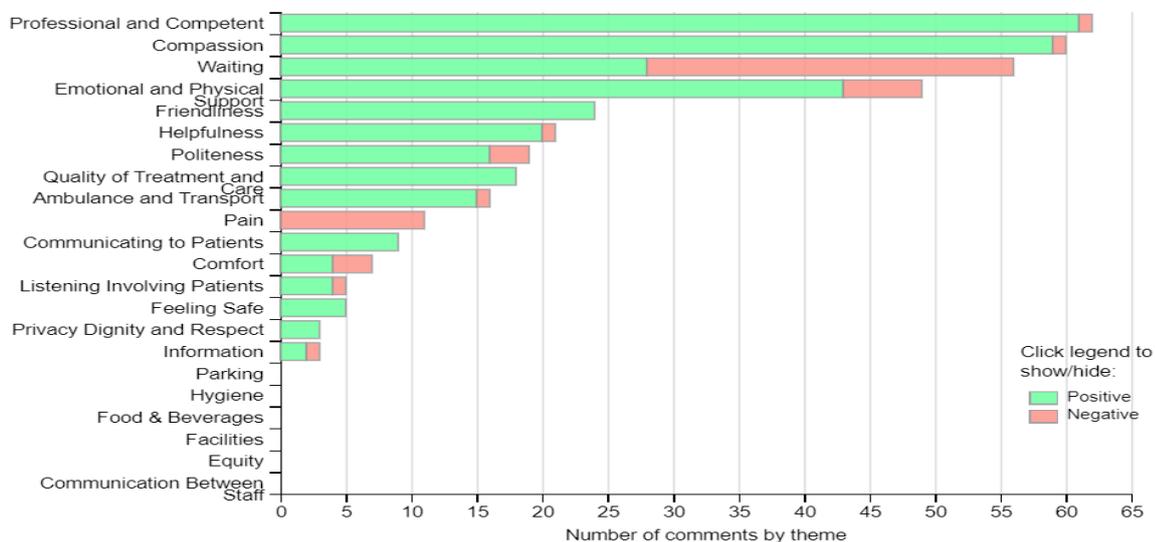
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Results by resource CCG

Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.6%	5.2%	286	236	26	7	5	10	2
County Durham CCG	97.5%	2.5%	40	35	4	0	1	0	0
Newcastle Gateshead CCG	91.8%	4.1%	49	41	4	1	1	1	1
North Tyneside CCG	100.0%	0.0%	21	19	2	0	0	0	0
Northumberland CCG	87.2%	8.5%	47	36	5	2	1	3	0
South Tyneside CCG	100.0%	0.0%	8	8	0	0	0	0	0
Sunderland CCG	89.3%	7.1%	28	21	4	1	0	2	0
Tees valley CCG	89.3%	7.1%	56	45	5	1	2	2	1
CCG unknown	89.2%	5.4%	37	31	2	2	0	2	0

Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.6%	5.2%	286	236	26	7	5	10	2
Alnwick	90.9%	0.0%	11	9	1	1	0	0	0
Backworth	100.0%	0.0%	17	16	1	0	0	0	0
Bishop Auckland	100.0%	0.0%	11	10	1	0	0	0	0
Blucher	90.5%	0.0%	21	17	2	1	0	0	1
Coulby	100.0%	0.0%	16	14	2	0	0	0	0
Cramlington	90.9%	9.1%	22	17	3	0	1	1	0
Hartlepool	100.0%	0.0%	11	9	2	0	0	0	0
Lanchester Road	94.4%	0.0%	18	15	2	1	0	0	0
Monkton	95.0%	5.0%	20	17	2	0	0	1	0
No Cluster	88.6%	8.8%	114	92	9	2	4	6	1
Pallion	84.6%	7.7%	13	11	0	1	0	1	0
Stockton	83.3%	8.3%	12	9	1	1	0	1	0



Free text comments

The operator was confident and didn't hesitate to repeat any question not fully understood. As the waiting time was several hours there was also a phone back to keep me updated about ambulance arrival time.
I got advice I needed
The call handler fully explained that there would be a delay in the ambulance getting to me, but gave me a reasonable time of arrival. The ambulance crew were very professional and gave me good advice before transporting me to hospital
I always receive an amazing response from the 999 service. They help me remain calm at a time when I am at my most distressed
They were exceptionally quick in responding
Although we were told the ambulance would take 2-3 hours, they responded much faster and they were very polite and efficient.
All that I would expect from a 999 service Considerate compassionate Courtesy extremely helpful And above all efficiency
The call handler was really calm and listened to my concerns (about my mum) she kept me up to date with how long the ambulance was likely to be and I could not fault the call at all.
Professional, knowledgeable, friendly to talk too & most of all reassured
Rapid response, efficient and caring staff, professional ..trained and qualified staff
They were there quickly and I was given really good care I cannot put into words how grateful I am in my opinion the paramedics saved my life thank you again xxx
Could not fault the service from the call handlers through to the paramedics and the hospital staff. Polite service, friendly and very understanding.
We had excellent service, they were really understanding, helpful and caring.
They saved my life
Fast response, friendly and professional service
Turned up quick. 2 long on phone.
The staff were lovely. Very professional and reassuring.
I was put on hold for quite some time
Very nice when answering telephone
Kind caring and efficient staff. Made the patient very relaxed and at ease with relevant questions to get the answers required for the correct treatment
The wait time was very poor. It was 65 minutes until the ambulance arrived and it was a terrifying experience. The paramedics however were extremely good and were very professional.
I was impressed by the professionalism and kindness of the paramedics
Fast response, extremely friendly and polite paramedics, very thorough exam, and calm and easy drive to the hospital.
Because the treatment I received was 1st class.
I only waited for 15 mins for an ambulance to arrive very nice paramedics
Call handler very good, ambulance arrived within 10 minutes
The lads were amazing with my husband explained everything they were doing whilst all the time reassuring him and me and our son
Very quick response to my 999 call. The crew were kind considerate and caring
The ambulance arrived within 10 minutes of being called.
Quality of care was excellent once ambulance on scene. Informed of 2 hour wait time, but ambulance did come after 40 mins.
Ambulance staff were friendly, official, caring and very professional. It can be daunting in such moments and I felt completely at ease and without fear. The journey was quite uncomfortable. That's all.
Fast response Caring ambulance staff
Prompt attendance. Caring staff were very friendly, kind, made us feel at ease and allayed concern.



The service was quick and excellent and the staff very helpful, professional and pleasant
Using this service saved my mams life
Excellent timing, help, empathy and professionalism. I can't fault the service received.
They were friendly
There quickly and assessed efficiently
They service was amazing from start to finish. Very helpful and supportive the whole time
Category 2 ambulance arrived within 20 minutes and paramedics were brilliant
When I've needed an ambulance the staff have shown nothing but kindness and support. They instilled confidence in their ability to help me and definitely take away the fear you maybe experiencing.
The staff were absolutely amazing, they went above and beyond to calm down my mother in law and make her feel at ease.
Very attentive paramedics who know what they are doing and do it well... you all do a brilliant job and deal with a lot. thank you all very much
Ambulance arrived sooner than expected
The waiting time was to long but service good
My call was answered immediately, and the ambulance came really quickly.
compassionate made me feel safe made me smile
At first I wasn't going to be taken to A&E as my observations were fine but after medical history the paramedics changed their mind
Very quick response from paramedic then Ambulance was ordered arrived in about 20 IMS
They were brilliant
Very prompt 2 Very knowledgeable and polite young men
Right to get my son a ambulance, but waiting as long as we did not good
From the very outset I was reassured and given comfort and clear instructions on what to do & what was happening.
Ambulance crew were very friendly made me feel at ease with what was happening
I appreciate time is out of your control, but I found the male paramedic to be very arrogant at was for us a very stressful time
The staff were confident and gave treatment needed before taking patient to hospital
I had a heart attack and had to wait 2 and half hours for the ambulance to arrive
Very distressing time for the family the crew were amazing took there time and helped all the family come to terms with what was happening
Ambulance crew were very professional, instantly eased my worries about my son
Realised it wasn't a blue light situation so anticipated a 2 - 3 hour wait
Very helpful made me feel at ease
Good call handler, unfortunately long wait for a patient with low oxygen.
They came quite quick. Calmed me down while on phone. Really tried to save my sister. She was taken to hospital and all the emergency ambulance team came to say how sorry they were while we were on hospital
They were here very quickly, were polite and knowledgeable. They agreed to take my son to hospital. He was kept on ward and given oxygen and course of steroid
The ambulance crew were absolutely fantastic and I cannot fault them at all.
Came quick did their job professional and with dignity
Exceptional service
Quick response time, well trained staff both on phone and paramedics
Paramedics were very kind and considerate.
Excellent people.
For the first time in my life of 68 years an ambulance was called on my behalf. I fell awkwardly from my bike resulting in a fracture and dislocation of my ankle. The projected time of an ambulance was 2 hours. At that time I was lying in cold conditions on a cycle path in an urban area of Newcastle. The ongoing pain from



<p>this event was almost too much to bear. 1 hr 20 mins later an ambulance arrived by which time, without pain relief, I was exhausted and in very poor shape. Bad triage!! 😞</p>
<p>Arrived within 10 minutes and gave a Diagnosis straight away</p>
<p>Very thorough and friendly</p>
<p>First time in an ambulance last night and ***** and his team were absolutely brilliant. Kept me calm and kept me laughing the entire time. They came back to check on me when I was still there when they came with another patient too.</p>
<p>The ambulance arrived quickly and the crew who attended my husband were professional, knowledgeable, reassuring and thorough in their examination.</p>
<p>Fell when visiting friend and she phoned 999 as I had hit my head and couldn't get up from floor. The service kept in touch throughout. When paramedics arrived they were very pleasant and professional. Examined me and managed to get me up with inflatable cushion. They asked if I felt I needed to go to hospital but I said no and I apologised for being so stupid as to fall. Excellent service!!P</p>
<p>Answered promptly very professional and arrived relatively quickly</p>
<p>Waiting over 4hrs for an ambulance after having a mini stroke was not nice at all</p>
<p>Paramedics arrived quickly</p>
<p>The caller handlers and the crew that came were very kind to me, reassured me, explained things to and did their very best for my father (the patient).</p>
<p>An 89 year old lady left on the floor for 3 hours waiting for the ambulance. Rang twice before they came out. Paramedic was training the colleagues, who asked us the worried relatives who we had left her do long.</p>
<p>The response was timely and the professionalism was outstanding in dealing with my elderly mother, fantastic service</p>
<p>Crew were very professional and kind to my mum who was very poorly on their arrival. All they did for her was explained and reassurance offered at all times to both my mum and me</p>
<p>The arrived 10 minutes after I called</p>
<p>Updates were really good. However we had an ambulance at top of street which then drove off and waited a further hour for an ambulance. Lady was mid 80s and in distress. However understand that incidents are ranked in order of severity</p>
<p>The gentleman on the phone was very calming and assuring and informative.</p>
<p>Very helpfull and calming, as soon as they arrived i felt safer and more relaxed. Everything was explained to me what was happening and it calmed me down i think they were fantastic</p>
<p>My dad couldn't breathe and they said they would be a few hours</p>
<p>The care I received was absolutely brilliant.</p>
<p>The 2 lady paramedics that attended when I was seriously ill with DKA went above and beyond the call of duty. As well as stabilising me they knew how anxious I was about leaving my elderly diabetic cat and put down bowls of food and water for him so that I was not worried. I can not thank them enough.</p>
<p>They were very helpful. Put meat ease and made me feel at ease</p>
<p>Very efficient & professional</p>
<p>Arrived quickly, lovely staff</p>
<p>Telephone operator calm and efficient and kept us informed of ambulance progress</p>
<p>Great telephone support but had to phone twice to get an ambulance for someone who had a stroke. It was nearly 30 minutes before help arrived.</p>
<p>Professional put us at ease , calm , listened very well</p>
<p>Very kind individuals, who were professional throughout.</p>
<p>The staff were fantastic and very kind.</p>
<p>The Paramedics I had were wonderful and very caring and examined my Mam who's 93 so Gentle but so Thorough. They do an amazing Job. There was a Back log of Patients and it Took 4 Hours before my Mam could be handed over. In that amount of time you build up a bond with them and they feel more like Friends than paramedics I can't praise them enough for the job they do. They are real life Angels I don't know where we'd be without out them x x</p>



Very quick response, paramedics were Very good,
Exceptional crew who were very understanding
Ambulance lads were very kind and caring
The crews that attended each time, were kind and considerate.
The ambulance came very quickly. The paramedics were friendly and professional.
Ambulance arrived within 25 minutes of being called. The paramedics were very reassuring and thorough and informative.
Speedy service
Arrived fast excellent staff made you feel comfortable and safe very pleasant and patient
It was with us within 15 minutes and the two girls were magnificent.
The ambulance arrived very quick, the paramedics were excellent and caring both at home on the journey and at hosp doing the handover at the hospital. Thank you for the amazing job you do
My husband had had a stroke, I watched it happen so I dialled 999 the person I spoke to did calm me down until she said the ambulance would take up to an hour, I said this man would be dead by then, the ambulance was there within 10 minutes, the paramedics were excellent, they sorted my husband out quite quickly, so all was well by the time he was taken into ambulance for the hospital...
The ambulance crew ignored my daughters asthma plan given to me by asthma specialist. They were very rude and unprofessional. I felt upset and have lost faith in ambulance service.
The paramedics are very reassuring
I phoned on behalf of a friend who we thought had had a stroke. We weren't with the patient but the call handler called us to update us, she was seen promptly and taken direct to the stroke ward. She is home now
It was easy to ring 999, the ambulance arrived quite quickly and my brother was dealt with officially and humanely. A slight criticism is that they did not tell me which hospital they were taking him to which led to a lot of ringing around
Excellent communication from call handler with regards to expected time of arrival of crew and subsequent second call
Got to me earlier than expected, staff were first class and overall 10/10
The two ladies were very friendly, professional and reassuring.
Quick response with caring and efficient crew
Ambulance came within 15 minutes, they were very helpful took care And explained everything that they were doing
Reassured and supported from the moment I made the 999 call. The patient care given to my husband was fantastic and to the highest standard.
Ambulance arrived very quickly and took care of my husband really well
Caring, professional care
I was in extremely, bad pain 😞 my stomach, plus being sick, i really, really felt like i was dying and the ambulance 🚑 got here before my daughter, and the one sitting in the back with me, started talking to me, which was cool, and they couldn't find a vein to injection, but all went well in the end so thank very much for the NHS ambulance service, they have been very good to me in the past, when i need the service, so thank too everyone, 😊
Here v quickly
Too many questions and long wait.
The two females that arrived to treat my dad were really compassionate
Excellent assessment over the telephone and prompt attention from an expert crew.
They were highly professional they put me at ease!
Did not answer
The guys who came were very nice and kind looked after me when i thought things were going bad
Pleasant caring and checked my husband kept him calm and comfortable can't thank them xx
Polite helpful call, ambulance staff very caring



I rang on behalf of a client who had a fall. It was the first time I've ever called an ambulance. Call operator was reassuring and friendly
The crew that came & took Mam to hospital were kind & respectful to a lady of 92 with dementia. They explained to her what was happening & were very knowledgeable. We are lucky to have this service
the medics were absolutely on top form such lovely people and they got the patient where they needed to be and saved her life
Very professional when they came to collect mam explained everything to me made me feel that mam was in safe hands because I could not go with her very fast response mam was in hospital nearly two weeks
Ambulance arrived promptly, crew were very efficient
All paramedics I seen were lovely and made me feel very comfortable
Every part of the service was excellent and the crew helped to reassure my mam
Responded quickly and treated my brother with dignity and respect
Quickly answered and reassured help was available. Response was fast and responders gave confidence in their abilities, very professional
I requested the ambulance for my elderly uncle who had just been discharged from hospital the day before. He wasn't well and was very confused. They were very good and spent time listening to him and trying to sort out what his problem was. The young trainee paramedic was excellent with him
They came on time
Friendly proficient person with clear direction
The ambulance crew was very good
Prompt, efficient and caring service
We expected to wait a while, ambulance men were excellent
Very good service
My neighbour called 999 on my behalf. He asked me all the questions that were asked but I never felt any reassurance
Very calm, professional call handler, who asked questions to establish the problem and gave advice to help ease the situation until the ambulance arrived
Prompt attention from start to finish.
Prompt response.
Could not have been more pleasant and helpful.
Thank you for looking after me after I had a diabetic hypo. You were all amazing, I felt safe and reassured by the care I received and advice you gave me. Its great that student paramedics are able to attend call outs and also supported to learn and be involved in the treatment. Thank you, keep up the good work. You are so appreciated.
The staff were extremely helpful and supportive. Supported me through an asthma attack and kept me calm. Friendly and chatty to keep my mind occupied. Crew id number : ***** was a credit to the team.
The time it took for the ambulance to arrive was not good however the medics were absolutely superb. I could not fault them at all.
Arrived very quickly, really appreciated the crew's friendly helpful professionalism and their skills dealing with an anxious patient. Transferred to hospital promptly and left the patient feeling as happy and comfortable as possible given the circumstances. Excellent care.
They were very friendly and polite and very caring.
The paramedic were very caring and knew what their about.
Staff were very helpful and understanding.
The ambulance service and the staff were so kind & helpful.
Call was answered quickly, advice was given] and we were told an Ambulance was on its way.
Waited 16 hrs for ambulance on a 999 call.
The ambulance staff were excellent!
Very polite, courteous and knowledge for a quick diagnosis.
Because it is true.



Quick attendance. Friendly crew.
Quick to answer, reassuring while talking.
Waiting for 4 hours was a bit long, phoned 10:20 pm. Ambulance arrived 02:20 am
Calm efficient response.
People listened to my explanations. The paramedics spoke in an appropriate way to my son with learning disability.
The call handler said a doctor would ring & refused to send an ambulance. The doctor was very unhelpful & refused to believe the OBS that I was telling her - she just kept saying he should phone the ER.
My husband called as I was in a lot of pain, he had to apologise to your staff as he was very stressed, but they were so kind and helpful.
Because I was in severe pain.
I didn't wait very long.
Arrived after 20 mins - professional + diagnosed the problem immediately.
Helpful, friendly, courteous paramedics.
The paramedics certainly new there job.
The ambulance was quick and the attention I received was very good.
Ambulance arrived fairly quickly. Very kind, helpful staff.
Staff were caring and careful. Couldn't be more attentive.
The paramedics were good and helpful.
The 2 ladies on ambulance were very good, put me at ease.
Because you gave a first class service.
Very good staff.
The care and attention that I received was second to none.
Your service was very good.
Quick arrival. Kind. Caring staff.
1st time used 15 mins. 2nd time used 50 mins. 3rd time used 2 hrs 15 mins. 4th time used 50 mins. Time waited when having heart attack.
Because staff behaves consistently.
Staff very good.
Thought ambulance was quick. Staff were very good with me.
Really looked after Mam.
A big shout out to *****, **** and ***** who came to my rescue after breaking my right humorous in 2 places after a slip at work. I couldn't have asked for a better bunch of people. True angels

Anything we could have done better?

Obviously we need more ambulances and personnel but they do an amazing job.
Quicker response time
Shorter response times have more ambulances
Paramedic could have listened more to the patient concerns around their health as they knew something was seriously wrong instead of going off to ring doctor about whether to take to hospital or not
Shorter wait time.
Improve the suspension on the vehicle. I was in a lot of pain; the journey only made it feel worse.
Response time could be better but understand busy
Just make sure I get to A&E so I can be checked over
Employee more staff
I think for heart attack patients should have a ambulance within at least half an hour
Quicker response times. I think they took 45 mins to arrive



Not try to dismiss our use of thermometer or oxy meter. I've used it for nigh on 8 years and they've done the job! I don't just accept the first reading they give. Our older son has had asthma too and we have a good idea of which way they're going.
Obviously more paramedics but I Understand the reason why there isn't
Been quicker
Arrived sooner, staff not so condescending
Maybe gave an update as to how long the next ambulance would have been after seeing one drive away made the patient even more uncomfortable
Ambulance faster
Ambulance arrive sooner rather than 2 hours for a suspected heart attack.
A heads up as to what might to expect to happen in A&E, the wait time etc would have been nice. It is always unnerving going into the unknown.
Have ambulance staff follow asthma plan given by specialist and not be so rude to parents who are clearly trying their best
Let me know which hospital they were taking my brother to.
Perhaps trust the call handler more. The second assessment by the nurse came to exactly the same conclusion and was it really necessary?
Getting ambulance to arrive more quickly.
Maybe a little more reassurance as to why you can still not travel to the hospital with your loved one it's not a nice feeling seeing a loved one have to go on their own
Shorter waiting tome
Came quicker
Maybe sent am ambulance straight out rather than wait for a health professional to call back.
Arrive quicker
More staff. More ambulances available.
Response Time.
If they had said it would be 4 hours I would have gone by car.