

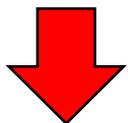


# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: March 2022



**90.9%**

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

### Free text comments

<b>Positive free text comments</b>	Arrived quickly, calm, efficient, pleasant and reassuring. Stayed until child recovered from seizure.
	Polite - helpful explained all procedures without being patronising or condescending.
	Came straight away and knew exactly what they were doing.
<b>Negative free text comments</b>	It did take a while to get an answer from 111 and a while before the ambulance came.
	Obviously we would have preferred a shorter waiting time but we understand your pressures.

### Number of responses

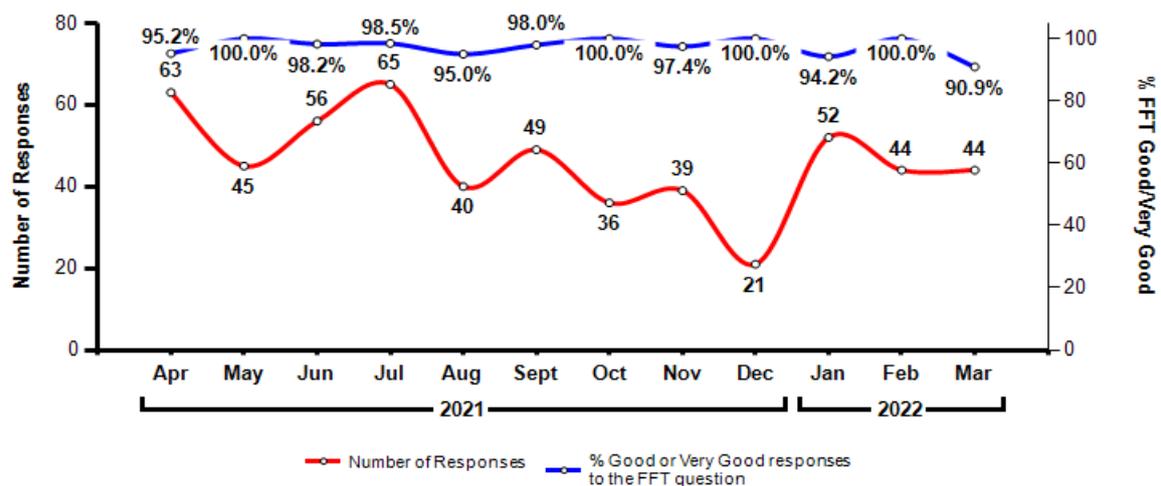
<b>Online</b>	<b>0</b>	<b>Total: 44</b>
<b>Print</b>	<b>44</b>	
<b>Text</b>	<b>0</b>	



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>40</b>	<b>90.9%</b>	<b>-9.1</b>
Very good	40	90.9%	-4.5
Good	0	0.0%	-4.5
Neither good nor poor	2	4.5%	+4.5
Poor	1	2.3%	+2.3
Very poor	1	2.3%	+2.3
Don't Know	0	0.0%	0

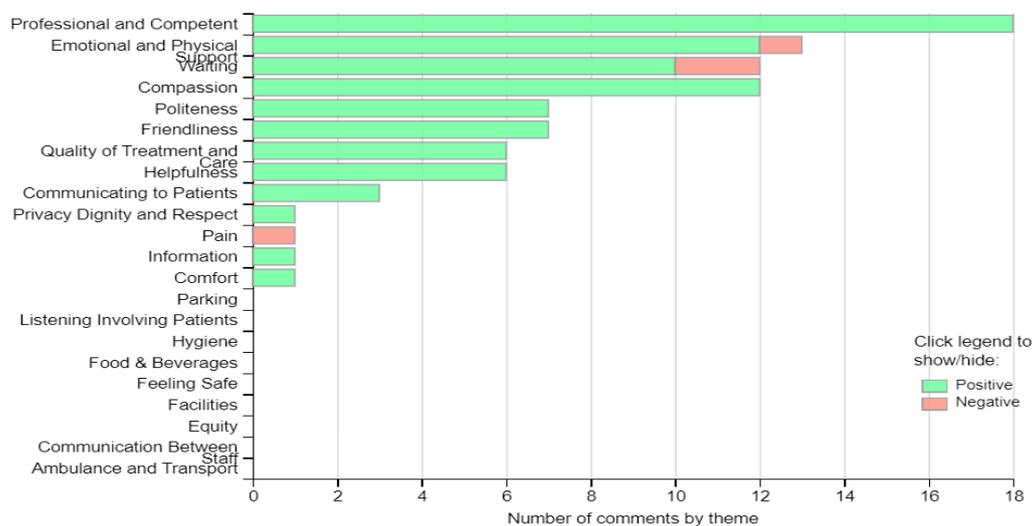
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





## Free text comments

Couldn't do enough for me had every confidence in them, marvellous team.
Polite - helpful explained all procedures without being patronising or condescending.
The crew came immediately and were very professional and informative.
Arrived quickly, calm, efficient, pleasant and reassuring. Stayed until child recovered from seizure.
Very good, medical examination carried out by two cheerful personnel. Please convey my thanks to them.
Empathetic, helpful and caring.
Paramedics very helpful.
One hour response time - thorough examination given by caring staff.
Very good and pleasant and also put you at ease did not have to wait long.
Didn't have to wait long before they arrived.
Crew turned up in a reasonable time, were attentive and efficient, put me at ease. Checked blood pressure, EEG, [unreadable], standing, breathing. Skin temperature whether I was [unreadable] (I was), asked relevant questions. Put me at ease, gave useful advice.
**** and **** were excellent with my mom who is 89. Very patient and professional.
999 will only answer ambulance [unreadable] police will not tolerate any other questions. I once tried to get RSPA for my [unreadable] was not allowed to explain.
Prompt caring staff.
Attended quickly, very reassuring and professional.
I took [unreadable] pressed my care call and they were marvellous. Twice, I used the service in...
Seems like [unreadable] overloaded took 3 hours to arrive (symptoms gone).
They were very good.
Felt comfortable talking to the ladies who attended.
Our 999 call was answered very quickly, your paramedics did several tests including an ECG and they answered all our questions and put our minds at rest.
Exceptional response time professionalism of staff explanations/knowledge.
I was put at ease and felt cared for.
Prompt attention.
The ambulance crew were very understanding and courteous.
First class with prompt service NHS staff were very professional and gave first class care and information.
It did take a while to get an answer from 111 and a while before the ambulance came.
Empathy, patience, kindness, thorough, understanding, listened.
The ambulance men helped to keep me calm and eased my mind.
My 16 year old son was having chest pains. Called 111 out of hours GP called ambulance to assess my son was told they would be 15/30 minutes in arriving but they were here within 3 minutes.
Marvelous service, two paramedics (male and female) and a doctor arrived quickly. They were pleasant and friendly and very thorough. Can't praise them enough.
Listened to everything I had to say explained everything they were doing.



They were competent and pleasant, put me at ease and any problems just [unreadable] again.
Paramedic was very thorough.
Ambulance crews were always very compassionate, professional and treated my husband with dignity on the numerous times they attended him.
Came straight away and knew exactly what they were doing.
Though the service was extremely busy (40 emergencies) the paramedics who visited were very helpful, caring and professional in their treatment of me, and put me at ease with my condition.
Paramedic was very thorough.
Very caring service and pleasant staff.
From start to finish, everyone involved was helpful and efficient.
Because I use it all the time, it's very good.
Because it is.
The paramedics were excellent couldn't fault them they showed compassion and expertise. It's the triage that has faults.
They are always there for you and always turn up.

### What could we have done better?

Cured me!
Get to see a doctor.
Improve response time.
Obviously we would have preferred a shorter waiting time but we understand your pressures.
Under the present circumstances nothing.