

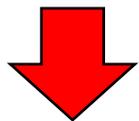


# 999 Ambulance (Unscheduled Care)

## See and Convey - taken to hospital

### Patient Survey Feedback

Month: March 2022



**91.1%**

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

#### Free text comments

##### Positive free text comments

They were very helpful and professional

The overall experience was reassuring. Everyone was very kind and supportive

They came quite quickly. I was in agony. They were so so good. Took me straight to hospital.

##### Negative free text comments

The paramedics shouldn't be so dismissive

Waiting time for ambulance was ridiculous considering patient very elderly and bleeding from the head and laboured breathing and sitting outside on the cold ground

I admit I'm alcohol dependent. Its a disease but they made me feel like a 2nd class citizen. There's no need. I'm a human being.

#### Number of responses

Online	37	<b>Total: 440</b>
Print	48	
Text	355	

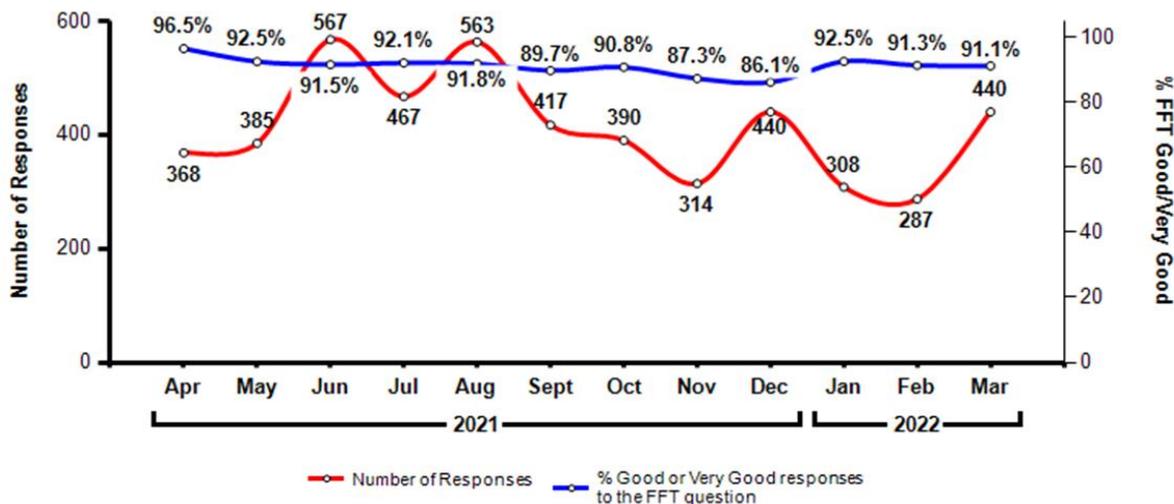


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>401</b>	<b>91.1%</b>	-0.5
Very good	338	76.8%	-5.7
Good	63	14.3%	+5.2
Neither good nor poor	17	3.9%	-1.5
Poor	11	2.5%	+0.8
Very poor	8	1.8%	+1.5
Don't Know	3	0.7%	-0.0

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.

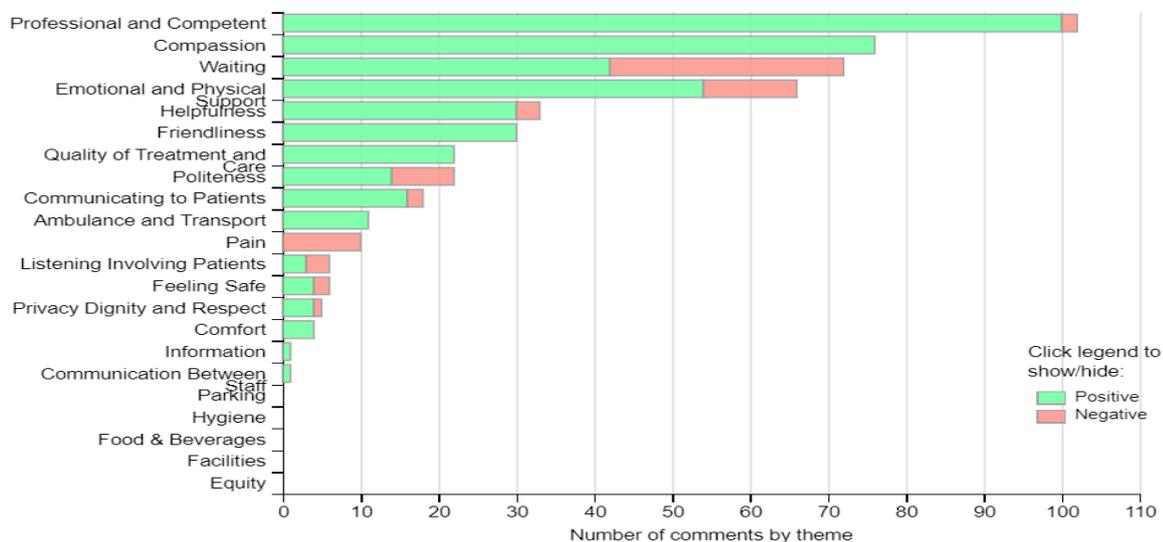
### Survey trend graph

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
<b>Total</b>	<b>91.1%</b>	<b>4.3%</b>	<b>440</b>	<b>338</b>	<b>63</b>	<b>17</b>	<b>11</b>	<b>8</b>	<b>3</b>
NHS County Durham	90.7%	5.2%	97	70	18	4	4	1	0
NHS Newcastle Gateshead	86.6%	3.0%	67	49	9	4	2	0	3
NHS North Tyneside	90.2%	0.0%	41	30	7	4	0	0	0
NHS Northumberland	94.3%	3.4%	87	67	15	2	0	3	0
NHS South Tyneside	95.8%	4.2%	24	21	2	0	1	0	0
NHS Sunderland	96.8%	3.2%	31	29	1	0	0	1	0
NHS Tees Valley	98.0%	0.0%	51	42	8	1	0	0	0
No CCG	78.6%	16.7%	42	30	3	2	4	3	0

### Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
<b>Total</b>	<b>91.1%</b>	<b>4.3%</b>	<b>440</b>	<b>338</b>	<b>63</b>	<b>17</b>	<b>11</b>	<b>8</b>	<b>3</b>
Alnwick	91.8%	4.1%	49	37	8	2	0	2	0
Backworth	91.7%	0.0%	36	30	3	3	0	0	0
Bishop	86.7%	6.7%	60	40	12	4	3	1	0
Blucher	94.3%	1.9%	53	41	9	1	1	0	1
Coulby	95.8%	0.0%	24	20	3	1	0	0	0
Cramlington	92.0%	4.0%	50	34	12	1	1	1	1
Hartlepool	95.8%	4.2%	24	22	1	0	1	0	0
Lanchester	100.0%	0.0%	29	23	6	0	0	0	0
Monkton	80.0%	8.0%	25	19	1	2	1	1	1
No Cluster	78.6%	16.7%	42	30	3	2	4	3	0
Pallion	95.7%	0.0%	23	22	0	1	0	0	0
Stockton	100.0%	0.0%	25	20	5	0	0	0	0



## Free text comments

overall very quick to respond here in minutes, saved my husband life as he had a very bad hypo.

The crew came super quick and were so calm and kind.

Really professional and friendly but didn't know enough regarding mental health condition had to keep answering the same questions again and again, staff really need more mental health training not a bad reflection on them just they need more awareness of how to handle a patient who is suffering from bi polar and other conditions

Very quick to respond...very kind and curious and explained what and why they were doing things, putting my mind at rest

Friendly, helpful and competent staff

I was in no state of control so was unable to walk and was even being sick. There was no ambulances available to collect me so my family had to carry me into the car and take me hospital.

I had very bad heart pain and the ambulance service arrived on time saving my life

I phoned the 999 service late Sunday evening because my father was having breathing difficulties and had a temperature, from the lady I spoke to following the call and the crew who took my dad to the RVI and I have nothing but praise for them they were courteous and understanding. The guys from the ambulance saw my sister and I later at the RVI and enquired how my dad was doing and even remembered his name. Thank you for everything.

I rang 999 on Saturday 5/3/2022 with chest pain. I was told that I could possibly wait 60 minutes as the ambulance service was very busy. Within a couple of minutes from getting off the phone the ambulance arrived. I was very impressed.

I have no memory for the event so my husband answering on my behalf

Phoned for ambulance but friend drove up and took me to hospital. I told the ambulance department it wouldn't be needed because my friend was on hand to take me. I thought it would save them a trip

I was advised to make my own way to hospital despite having a heart rate over 180 beats per minute and breathlessness.

The ambulance and the amazing paramedic have saved my life. The operator was very helpful and calm on the phone. He stayed with my husband until the ambulance arrived. The ambulance was here in a few minutes from the call. The paramedics were super professional. They treated me and my family with dignity and extreme kindness. They were reassuring and caring. They acted quickly and effectively to help me in the moment and then to transfer me safely to the hospital. I can't thank them enough.

I rang for an ambulance for My father which who was having a heart attack 40 mins to get a ambulance to me even after speaking to the health assistant who rings you and having to ring back again to get help my father did not Make it

They were very helpful and professional

The paramedics had excellent people skills and kept me in the loop with information about what they were doing as they quickly discovered I had an undiagnosed underlying heart problem I couldn't have asked for a better service

Response was fast. Paramedics were professional, sympathetic and gave me instant relief.

Very efficient helpful and empathetic

Arrived within 15 minutes and paramedics were excellent from the start

I do think the service is very good

I have called 999 twice in the past month. The first time was a NEAS ambulance and they were brilliant, very caring and showed genuine concern at 4am for my husband. I phoned again last week and a contracted ambulance was sent. They appeared very uncaring, my husband was struggling for breath and they just kept telling him to get up on the sofa and sit back. They even refused to take his medication (inhalers) with them???

It was early morning and my mum had an accident falling down the stairs. The ambulance showed it quickly and was professional. It was later discovered at the hospital that my mum had 2 fractures on back and 2 fractures on wrist.

Thorough, calmed my husband down, efficient and effective. Couldn't be bettered



Reasonably print and very thorough assessment
It took one hour for 999 to return my call and only then did they send an ambulance. So that wasn't great. However once in attendance the paramedics were faultless and professional throughout and stayed with me on hospital till I was admitted.
My diagnosis was explained, and I was advised that help was arriving asap.
The crew were very Caring and took the time to explain everything to my mam as she has dementia. They listened to me As I know my mam and her normal pain. Unfortunately, this cannot be said about the private ambulance that attended on 27/2/22 at around 1900Hours. The paramedic did not give my mam anything other than entonox and dismissed my concerns regarding mams pain, in fact this pain on this night was a lot worse than when She originally broke her hip a few weeks earlier.
Arrived very quickly. They were very professional and tried to reassure both of us
Very professional and put your mind at ease that they are there to help
The two paramedics were polite but professional. They were kind and explained everything they were doing and why they were doing it which kept myself and family members calm. Because patient didn't want to go to hospital they arranged help with social services
The overall experience was reassuring. Everyone was very kind and supportive
It took 11 hours to arrive
Because of good behaviour and on time
Very efficient service with professional, friendly staff.
Long waiting times on telephone & for ambulance. Rude, arrogant Paramedics.
They were quick and very helpful
Waiting time
Could not fault the service I received
Ambulance arrived quickly and took my dad to hospital
Staff where brilliant, the time it took for ambulance to arrive was long
The paramedics are brilliant. Professional, extremely qualified, incredibly reassuring and understanding. The response time is speedy subject to demand but still very fast. Saved my life on more than one occasion. I'm eternally grateful
Couldn't ask for a better service
They were very caring and helped relieve my panic about situation. There was a long wait at hospital to get me off ambulance, but the staff constantly chatted with me and made me feel valued
Prompt service and v professional staff and paramedics
Despite delay in ambulance getting to our home, crew kept in touch by telephone until it's arrival. Paramedics were very efficient, and professional.
The assistance i received was excellent.
Paramedics were amazing with my daughter. Unfortunately waited over an hour for it yo arrive.
Very good
The call handler on the phone was fab and the practitioner who called back was also super, the paramedics who attended were not, they said my mam only had a UTI and were dismissive of her, luckily I am a nurse practitioner and know the signs of sepsis and insisted they take my mam to A&E, my mam did have sepsis and was admitted for 4 days
Response was quick. Crews were caring and assured. However, blood from needle was spilt into my sofa. Also bags were placed onto bedcovers and furniture in a careless fashion. I do understand the urgency for patient care, but when speed is not of absolute importance cover's could be laid down under equipment or the equipment placed onto floor.
really helpful did the job they do best got to hospital, they were genuine made me feel relaxed,
They were very helpful
The two crew that came to our home were the most friendly efficient professional and caring people...an absolute credit to their profession....helped us to remain calm and talked through everything they did....cannot praise them enough



The paramedics were lovely very helpful and caring. The ambulance came quickly and supported me to hospital
Although not a fault of the Ambulance service, I find it utterly crazy that my friend had to be driven 60 miles to hospital from Berwick Upon Tweed. Anyone with life threatening issues has a much greater chance of not making it if they live in that area.
Waiting time for ambulance was ridiculous considering patient very elderly and bleeding from the head and laboured breathing and sitting outside on the cold ground
The call taker was knowledgeable and helpful. The ambulance arrived within twenty minutes and my Dad received excellent care and attention.
Quick response excellent paramedic and ambulance crew
Medics very professional. Faced with a life-threatening situation, the 30mins delay for the ambulance to arrive was worrying.
They listened and kept me informed of everything that they did.
I called 999. Was asked if there was any blood loss and as I was not sure as I was fully clothed, I could not confirm if there was or not. The service declined to take me to the A&E. A motorist took me to the A&E. After I got home and was shaking from the shock and I lost balance and fell in the kitchen. I could not get up. We called for an ambulance to help me get up. They were very kind and took me to RVI A&E..
Good and bad experiences
Everyone we dealt with was really kind, calm, efficient and kept us well informed. They may a stressful situation better.
Resident in my care had a fall and looked like she broke her hip
The advice giving whilst in the phone was excellent
They came quite quickly. I was in agony. They were so so good. Took me straight to hospital.
Very quick service
Very professional, patient and understanding
Very fast and paramedics were very knowledgeable
Crew was very thorough friendly and professional
Arrived very quickly, examined with care
Too long winded
Very quick to come out, paramedics made me feel at ease and reassured me it would all be okay,
Lovely paramedics, response time ok, person on the phone a bit abrupt though
There very good
Quick response and so helpful
When the ambulance finally arrived the staff were brilliant carrying out checks and took the correct decision to transfer me to hospital.
Because my husband was poorly and the team were absolutely 100% in getting him to hospital as quickly as possible
Debbie and her team mate were very good with me Wright throw coming to my home and going to cramlington hospital were they stayed with and looked after can't thank them enough
A very calm call taker and a quick response from the ambulance crew
Efficient use of questions and busing the answers to ascertain best way to proceed
I had a suspected heart attack. The ambulance arrived quickly. Team were professional and friendly. They put me at ease whilst doing tests and capturing the information needed. Good all round.
Knowledgeable Ambulance crew and very polite
Caller was well Knowledge and very very caring and kind through the whole phone calls ambulance staff were excellent very friendly and made my mum feel extremely cared for.
the crew that arrived were amazing but the wait time was a little unfortunate, however i do understand the high demand at the moment
Ambulance came quick. The paramedics made me feel at ease.
The ambulance was here in the time they said



They were prompt, friendly, caring and very professional
Everything went good
Suspected stroke
I was well looked after when the ambulance did arrive
Because there saved my life
Very efficient and caring ambulance crew
The ambulance arrived quickly, and the paramedics were extremely efficient, friendly and reassuring.
Very friendly, professional and put people's mind at ease.
The ambulance crew gave me a very thorough professional examination before getting me into the ambulance and to the RVI!
Paramedics were professional and kind and put me at ease. I knew I was in good safe hands.
From the moment the paramedics arrived I felt at ease and they me very comfortable and asked me the appropriate questions
Very quick response, very friendly paramedics and quick to take pt to hospital
Amazing could not fault them done everything they should and more great service
They arrived very quickly lovely caring and very professional and kind to me
Extremely pleased with service
Very prompt and very knowledgeable regarding my condition.
Treat with total disrespect and the paramedics were awful towards me
I had been on the floor for 7 hours with the worst pain in my back. One of The technicians told me what I was experiencing was sciatica and I just needed to get up! He complained that it would hurt his back if he had to lift me!!In the ambulance itself he told me stories if people who lie in the floor on purpose as if accusing me of the same thing. I was in hospital for 5 days and was on so many different kinds of pain medication and diazepam because of what was wrong!!!
Excellent efficient caring team very understanding
Very attentive people
Paramedics took control of situation and calmed is down
Phone operator was calm efficient and precise. Ambulance staff were professional caring and extremely well versed.
Quick and respectful
Response of ambulance personnel was very quick and excellent attention was provided
The care they gave to my father was second to none
Fast. Very professional . Sociable people. Helpful to the family as well as the patients. Couldn't manage without them.
Ambulance crew fab caller handler not so great
They were very quick to respond and took very good care of my wife.
The Ambulance only took a matter of minutes to arrive.
Amazing response time, wonderful paramedics who just absolutely dealt with the patients' needs calmly and so reassuring and lovely. Professional and so knowledgeable.
They were all very friendly and helped my daughter get the help she needed I was so grateful
I am a health care professional. The paramedics were talking in front of the patient stating why had I called an ambulance that I should have used an alternative means of admission (which is not available) I felt this was hard as it was very dismissive of my input and concerns and in front of the patient
Fairly prompt response time and friendly helpful paramedics. Good care with pain control at home and on journey.
Excellent professional service, good advice given on phone until ambulance arrived
Call handlers were efficient yet empathetic
Excellent service from a very overworked force
They arrived quite quickly and calmed me immediately as I thought I was having a heart attack. They were so compassionate towards me and explained everything that was happening



Paramedics excellent! Many hours for ambulance to arrive while I was deteriorating
Excellent service made me feel so very safe straight away xxx
Speedy and efficient very kind and considerate I can only praise the work of these amazing people
I rang them for my boyfriend he had cancers Sally he passed away there were good looking after him and there come so quick.
Waited 2n half hours for ambulance to turn, but ambulance crew was apologetic and very polite and caring
When they realised my situation they quickly increased the urgency of their response, called the fire service to gain access to the house and dealt carefully and quickly to get me to hospital without delay.
Fast response and very friendly both ambulances staff
Fantastic service fantastic crew
The ambulance came very quickly. The crew were brilliant.
Because they are fantastic at what they do, just so caring and confident in how they treat you. Their presence alone just makes you feel a lot better.
Very prompt response. The crew were kind and polite. Very thorough in their approach. Reassuring at a worrying time.
They were brilliant talked until ambulance came very reassuring
I made the call as a customer in my shop took poorly. The call taker was very calm and dealt with the situation good.
Very professional, I understand strain on service but crew came within time frame
I would say Very good but it was a long delay of coming , once it's came very good
Ambulance crew were extremely professional
Waiting to long for the ambulance
The ambulance crew were brilliant Above & Beyond absolutely great
Too many questions prior to agreeing to send an ambulance
Felt very comfortable
Very polite and well educated, with a lot of compassion. I know it's not an easy profession, so I really admire them.
Paramedics fantastic from start to finish, professional and approachable
Took ages to come even though a 87 year man had fallen down the stairs and died five days later!
Service attended, before the call was completed.
they were very thorough and talked me through everything they were doing
I got well look after
I am nurse on the Recovery Home Team in Sunderland and called a cat 2 ambulance last night for a patient in a care home. Crew arrived and a student paramedic. The student paramedic was very professional and collected the handover. However, the response from the crew was unacceptable. I felt the attitude towards myself and colleague was terrible. When asked if we were ok to leave the patient with the crew one of them responded by saying 'I suppose so'
There was a long wait.....about four hours.....understandably as it was busy.....hubby was poorly, shuddering, incoherent and had balance issues.....the ambulance people were doing their best until they decided to walk him up 9 steps outside to the ambulance....at first in his pyjama bottoms.....while pouring with rain outside. It was 2.30am. At the top step he fell.....and they could lift him. I ran out to help.....this was a serious situation where he hurt his knee which is still not healed. A lesson to learn!
We called for an Ambulance on Thursday 10th March to our home in ***** at approximately 17:30 as our daughter was having a seizure at home. The First Responder and 2 Ambulance Paramedics (**** and ****) where absolutely brilliant and we cannot thank them enough. As a population we are so lucky to have these people and this service available when we need them. Once again Thank You from a great full family.
The couple were really polite and friendly, while examining myself and wife they were telling us what they were doing and why. Very professional
I admit I'm alcohol dependent. It's a disease but they made me feel like a 2nd class citizen. There's no need. I'm a human being.



Absolutely amazing made me feel so comfortable while checking over my 15 months old son
They were very attentive and supportive
Very quick response. Both paramedics were competent, professional and compassionate. They put my husband at ease and reassured us without down playing the seriousness of the situation.
The staff was lovely but had to wait 2.5hrs for an ambulance for my dad who had fallen with a head wound and on blood thinners was a bit of a nightmare as he was so confused after his fall
I couldn't fault the service we have received from North East Ambulance Service. The staff were professional, friendly & through with their help & service. Could not fault them. Thank you.
Ambulance team were really caring, reassuring, professional and friendly. They explained what they were doing and what the plan was.
Very efficient and thorough service. Very courteous.
6 month old was choking, nearly died. Took over 25 minutes to reach us as the ambulance could not find our address due to not having updated maps of our new build estate. Each time I called back to direct the operator passed on incorrect directions and would not accept that their version of maps was not updated. Repeatedly told us our home did not exists while my son lay unable to breathe.
Fast efficient friendly crew
Very efficient Paramedic excellent
The whole experience was very positive from calling 999 to arriving in hospital.
I didn't know what was wrong but they took their time and identified I needed hospitalisation
I was treated with respect
Arrived in just under 5minutes
The service was excellent, arrival time for both the paramedic car and ambulance arrived within 15 minutes.
The Ambulance crew were amazing in helping my 79-year-old father
They were quick effective and very caring/attentive with my Mam who was gravely ill. Their kindness was really appreciated. They picked up quickly that she had another life-threatening condition going on as well as vomiting blood and got her into hospital quickly and safely.
Fast service
Very quick of course that's lucky. Very efficient
Very quick response time, paramedics were very compassionate and thorough with their assessment. They looked after my mam superbly after she suffered a mini stroke.
Paramedics turned up in 10 minutes and treated me on the spot. Couldn't have asked for better care. Thank you.
Quick response very clear to what action required
Was made to hold for an extended period of time after I had informed the operator that we needed an immediate Cat 1 response. Dissatisfied that I had to hold for such a period of time before even being asked the opening questions.
Very helpful in a difficult situation
The service provides what you need but the ambulance staff where very arrogant and didn't listen to me
Arrived within 20 minutes
The crew were prompt, very professional and most amiable. They were very reassuring to my partner. They were a credit to your service.
I was well looked after by the paramedics. They explained everything clearly to me and made sure I was ok
The ambulance request was for my Mam and after the contacted me again for an update the ambulance was upgraded.
Paramedics were great but took 45 minutes to arrive
Very nice and helpful
They were very efficient they made me feel safe They kept me informed on what they were doing and why they were doing it.
Very good to answer call



The paramedics were extremely friendly and very reassuring.
Call handler was very helpful then the crew that attended were fantastic and kept me calm and explained everything they were doing which helped a lot
Came quickly, met needs of patient quickly.
Quick response time and excellent service
My 3 year old granddaughter was so ill I was told up to an hour wait they were there within 15 minutes the young lad and lass paramedics were truly amazing they made my granddaughter so safe and secure and actually spoke directly to her as well as her mammy they took away all the fear that a 3 year old sees thank you so much for your care credit to ambulance services
Because they try there best and make things looks easy and they make u feel safe and relaxed
My husband suffered a cardiac arrest, my son called 999 and the staff quickly guided myself whilst doing CPR to count along with her. We were told exactly how long the paramedics would be... 6 minutes and as soon as they entered the house they then guided me. Once they were ready to take over they acted swiftly and communicated with each other. Once stable he was taken to hospital to receive further treatment and these guys worked in him numerous times throughout the journey they were amazing ♥
The time the ambulance arrived was very quick and efficient the crew on board which consisted of two female and a young trainee I think his name was Lucas Luke? were excellent very good at patient care I felt at ease and safe in their hands. From leaving my home to arriving at the Freeman hospital they kept my spirits up and informing what they were doing reassurance goes along way. I could not have thanked the dedication that the service they gave me I have a second chance in life eternally ha
The ambulance took 10 minutes to arrive (all good ) and they checked my husband over thoroughly! They were very professional!
Very efficient and caring toward my mother. Kept her calm through her bad experience.
Waiting time of 90 minutes
They came very quickly
Very quick at responding and good communication and advice. Given
Call answered quickly and efficiently
Excellent service from both ambulance men and a female student who was learning with them couldn't of asked for any better treatment thank you.
The crew were so reassuring and professional- just what I needed when in pain. They were both a real credit to the service
To be held in a queuing system (IVR) with a voice mail message and just ringing out waiting for 999 emergency service is NOT acceptable. It's a sad state of our broken system which needs immediate overhaul. Its a matter of life and death, not waiting to order a pizza. I had a similar recent experience when calling 999 for Police services, only to be put through to a voicemail service. What on earth happened to our lovely country. Cuts and more cuts. I'm ashamed and afraid for future generations!
The service was superb from beginning to end
The paramedics where brilliant and I can't say enough about them. They put me at ease straight away which helped to relax me so thank you for that.
Quick, attentive, helpful
A very good service, team were understanding, efficient, confident, caring and had a sense of humour. They were able to assess the needs of the patient and arrange appropriate care. Response was very good, particularly when there is huge demands in the service. Thank you
Arrived within 10 minutes although warned it could be up to an hour. Paramedics and trainee were excellent with my mum
All but one of the operators were calm and helpful and understood the situation quickly. The ambulance crews were also calm, composed and friendly doing their best to help in a professional manner.
Everyone was very helpful, polite and explained everything in a way which helped us understand
They came quickly, were very kind and allowed me to accompany my father to hospital
Very happy with the care and advice they gave me also the support when was feeling very distressed
Professional attentive to patient s opinion and cheerful



The times my husband was blue lighted to hospital with the exception of the last ambulance they were prompt. With the wait for the last ambulance they sent first responders out which wasn't expected but necessary and they like the other paramedics were amazing and very professional.
Quick caring crew nice and friendly and thorough in observations
Quick to answer, pleasant and polite operator, crew were brilliant
Prompt, thorough, explained everything clearly to mum (94yrs old). Treated with respect. Very professional.
very prompt service paramedic was very understanding. covid safe in approach to service.
The worst treatment ever, treat like a number and not a human, the call taker was definitely reading a script
They were patient knowledgeable and we are very grateful
I feel as though I was not listened to by the paramedics
Paramedics were lovely
The actual call on 999 was very poor. The call taker didn't seem professional and had me on hold she didn't even take my husbands info until right at the end of the call
Very happy with response time and the caring professionalism of ambulance team.
Very helpful in everyday. A true professional
Efficient & on time professional crew
Fast, efficient and kind
Quick and Reliant
Ambulance arrived within 10 minutes and paramedics were efficient and friendly.
The call centre was great and the driver / crew / paramedics amazing. The fact my mother spent 3 hours in agony on floor waiting for help wasn't a good experience. I understand that priority calls have to come first, but can't rate higher due to the wait. If hadn't been a wait for such a long time service would be 5 star. Again I understand budgets and staffing levels are an issue.
Although my brother had same symptoms as he's previous stroke, we were told it could take up to an hour for ambulance to arrive. Waited 35 minutes. But still quite distressing
My partner was suffering with chest pain but we were on hold for around 5 minutes before being able to be connected to the Ambulance service after dialling 999.
I could not wish for a better service
Exceptionally outstanding public health care provider. I always praise 🙌
quick response, very efficient and caring.
Here within minutes
The paramedics were very helpful and calm, and the ambulance service kept in regular contact about the eta
The operators are very experienced and put you at ease during the emergency - they do a brilliant job
The call handler was v efficient the ambulance arrived quickly and paramedics were v good at their job and at making dad and his family feel confident in them doing their job and in dads health.
Lady driver was quite surly
Arrived ahead of estimated time. Staff helpful and professional
Prompt service.
Very slow response
The paramedics were fantastic
Very swift service
Paramedics were brilliant, time to arrive was a let down.
Staff were excellent
Lovely nurses Doctors Great to patients thanks
Prompt efficient courteous professional and caring service was experienced
Received very good care from the ambulance staff
Had to wait 5 hours for ambulance in agony vomiting my case was serious had a perforated bowel, can't fault the crew that attended me they where really good



Call handler was very kind and helpful. Paramedic was here quickly and was reassuring and patient. Called for backup to take patient to hospital. Ambulance crew also very kind and considerate of patient needs. Cannot fault any of the staff involved in this incident. Very grateful to have this service.
Absolutely brilliant staff they put you at ease
I was well looked after and the guy was very polite and helpful
My situation was dealt with professionally and sympathetically very efficient
The service was quick and telephone operators kept us informed whilst waiting for crew to turn up - crew were knowledgeable and great with my dad
People were friendly and helpful throughout
The response time was shocking but the paramedics were lovely and Did an amazing job
Very professional whilst being kind and caring
They are doing an amazing job, during very difficult times.
Paramedics were fabulous really kind and professional and calming
I am mentally ill, I don't understand many things but being in hospital feels safe
Care and understanding from paramedics was first class.no long wait for ambulance. Operators on phone very good.
Kind and understanding paramedics and put me at ease.
Very considerate handling of a difficult, delirious elderly lady.
If it wasn't for paramedics being good at their jobs I would had died
Received Immediate response, paramedics were very good and explained everything they were doing and why.
The first responders and paramedics were excellent, the call handler dismissal, told her my father was struggling to breath, my father explained that he was struggling to breath and was struggling to answer generic questions, call handler was informed before hand father had serious heart issues, she was also quite abrupt with my father at times. When he couldn't answer question.
The telephone team member and paramedics were fantastic. They were professional, reassuring and so helpful. The ambulance arrived quickly and I was assessed immediately. They made me and my husband feel that I was receiving excellent care from the minute my 999 call was answered.
The operator kept me calm, and efficient.
Quick and helpful.
With confirmed heart attack by GP, severe dizziness, complete heart block , it took 1.30 hrs for ambulance to arrive. The communication when one is distressed was not helpful.
They came so quick and they are lovely dealt with the matter really well.
Excellent
11 hour wait for a vascular dementia patient presenting possible TIA / Stroke symptoms
We were given an ETA of approximately 40 minutes which was accurate. Staff were great with my Dad.
Service was excellent
All staff helpful from call handlers to paramedics visiting
94 yr old mother fell and broke wrist. 999 operators was very helpful and calming. Fracture team, paramedic & OT arrived within 30 mins. Gave excellent treatment and support. Ambulance and para's arrived within 30mins of summoning for hospital transport.
Both staff took time and care to look after my son.
It did what was required, no more, no less.
Very quick and friendly staff put me at ease straight away.
The call handler was very helpful put me at ease.
Ambulance arrived quickly.
The ambulance crew were very kind and thoughtful to me.
Very helpful.
Because of the professional manner of the ambulance crew. They carried out their duties impeccably.
The medics put me at ease.



There within 15 minutes.
The people who came were very helpful and understanding.
Ambulance confidence.
Paramedics were very professional gave 100% confidence to myself. **doctor ordered visit of paramedics*
I gave my honest opinion to all my questions, and am happy with that. Thank you.
Because they were prompt & excellent.
I used Care Call and they were good.
The call was dealt with quickly and efficiently. The crew arrived as quickly as was possible, conducted their exam and transported me to hospital.
I'd never been in an ambulance before & didn't know what to expect, but the 2 girls were lovely & made me feel quite comfortable - not anxious.
Much appreciated.
They came very quick as I live in a remote area and were kind.
Because the ambulance man picked me up from the floor where I had fallen in the quickest & most caring manner. Ambulance very ok.
I lay on the floor for 1 & 1/2 hours before ambulance arrived. I am 90 years of age.
Good response.
They came out at 1:00 am and were very kind & efficient.
The staff were just brilliant with me.
I believe I was having a heart attack later confirmed I was.
Fast response.
My call was dealt with professionally & quickly, your staff are polite & friendly & above all caring. Thank you.
Was pleased with them.
Friendly, went about their work urgently; lol patience when we had to wait at hospital.
Because the ambulance medics were first rate, they treated my husband with upmost care.
Though initially reluctant to attend for whatever reason my daughter convinced them I was ill & came & were excellent.
My carer was with me & she was the one to call your service - it was wonderful, very supportive & careful & compassionate.
It was prompt and efficient and the paramedics were efficient and caring.
Staff were excellent, caring, efficient, cheerful.
Can be reliable.
Because they were very good. They should be paid more for the service they do. Amazing.
Caring & professional team work.
Very respondent and professional. Very knowledgeable in critical care and consideration of relatives. Very good. Excellent.
The crew were wonderful and very supportive - but the time lag when you are in very severe pain is very hard to cope with. Above and beyond they were brilliant.
Excellent/ professional/ calming staff.
Excellent and caring service.
The ambulance staff were very good.
Because the service is very busy, and the paramedics were very good. I didn't wait that long for help.
Ambulance arrived within 10 minutes, staff were excellent.
Second time of using this service & both were excellent.
Prompt, professional and effective
The paramedics were efficient and knowledgeable, my husband suffers with medical anxiety and they managed to calm him down and put him at ease



## Anything we could have done better?

More mental health training
Provide enough ambulances so not all of them are busy.
Understood the call better as upon arrival in hospital, i was put under immediate observation and advised the ambulance service should have attended.
Get the ambulance to me quicker even after telling the assistant all my dad's health problems and he was struggling to breath not a good outcome at all
It took one hour for 999 to return my call and only then did they then send an ambulance. With the symptoms I had I'd have expected it to be handled much quicker than that.
First crew fantastic 2nd crew male paramedic learn people skills and listen to family especially when I informed him I was part of NEAS for many years and done a similar role to him.
Employ more paramedics & drivers
I don't have any ideas because everything is good
Respond in a more timely manner. Paramedic crews should display more care & compassion rather than their usual arrogance & rudeness. They should use their call handlers as role models.
Been quicker
Waiting time for ambulance to arrive
Stop wearing those stupid masks that are medically proven to do more harm than good
Understandably delay's can not be avoided, however I had a recent MI and had a stent. I was presenting cardiac symptoms similar to previous MI which prompted the call and it was a bit daunting the time it took for ambulance to arrive.
The paramedics shouldn't be so dismissive
Sent a first response
Improve arrival time.
Less automated questions that are not pertinent to the call
Call centre should be a bit more understanding as people panic. Bit abrupt
Waiting time for the ambulance.
Understanding that simply because someone can walk, they should. My father was having huge difficulty breathing and it would have been kinder to put him in a chair.
Treat mentally ill people with respect and don't leave them without support
The technician should not have tried to diagnose me. Especially when it was incorrect. He was unkind and made me feel like I was wasting his time Surely in the job they do they should show empathy
Call handler could have taken the situation more seriously
Taken me to a closer hospital.
More moving & handling training for community responders & more empathy
Sent an ambulance our first responder sooner
Try and cut down waiting time for ambulance service, it can be very worrying when patient unwell waiting for long periods of time for ambulance to arrive
Better response times.
Just able to come quicker
Just got to my husband quickly
Less questions when calling 999
I don't think there is anything to be honest.
Come sooner!
I know we all under pressure in the NHS but I feel a better attitude and response would improve the service (from this particular crew)



Taken a bit more notice of his condition which turned out to be Sepsis in his lungs as well as further issues with his kidneys....and wheeled him to the ambulance which they had to do in the end.
The only downside was the time we waited for the ambulance to arrive. Just over an hour. It's not the fault of the crew. Shift changeover as well. Possibly stagger change overs
Paramedics were excellent service is impeccable
Just a faster response is on the only thing that would have made things better the staff were brilliant
There is nothing more I could see that they could've done any differently.
Quicker response time. Update navigation systems for ambulances and operators. Prompt updating of new build estates on maps.
Attended quicker I thought I was dying It took about 40 minutes to get to me
Arrived sooner
Better triage of hold queues when contacting EOC through 999.
Better communication with the hospital and patients
The staff are looking in the box for answers when not everyone ticks the same things need to look at people on a more individual case
Let family go with patient
Quicker to arrive
Arrived faster
Cut waiting times
Well believed me instead of agreeing with doctors that didn't know what they were talking about and because of that my child nearly died
Regarding one operator - they could have perhaps shown greater understanding of the difficulties faced by relatives in an emergency situation.
Gave care as needed What more could be wanted
Explained my illness a bit more clearly
Treat people humane
Think should have listened to me more when was explaining
Gave advice to help stop the bleeding, helped to keep me calm, the lady on the phone just kept saying it will be hours for an ambulance and causing further stress and worry
Speed the ambulance time up
Just been faster.
Be quicker
More timely arrival of the ambulance.
Just got a ambulance quicker to me my daughter rang three times because I was in agony
Be a little quicker getting to people but I understand that things a hard at the moment
Stayed on the phone, explained more because we felt scared for the long time we waited on the paramedics turning up
Keep up the good work you are doing
Communication between control room and ambulance personnel!!!!
Could have arrived quicker, the call seemed to get down-graded because the first responder arrived - took 3.5hrs in total. Elderly patient was in acute pain and distress and totally delirious.
Call handlers need to be trained to take on board what the person is telling them, and listen to the person, instead of asking prompted unneeded question, which makes the situation worse in cases ie call handler was insisted on father describing symptoms and not listening to that he could hardly breath over phone, plus call took nearly 10 minutes, which would be wasted time in case of heart attack, stroke.
Quicker response



It would have been good to have been able to test my Dads urine to exclude an infection.
Arrived earlier
Answered quicker
Arrived earlier.
They could do with up-to-date equipment.
Probably not in your power but we need more ambulances to speed up the service.