



999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: April 2022



97.7%

Very good or good overall experience of the service

Free text comments

Positive free text comments	The crew were very efficient and took their time. They were very thorough.
	Arrived very quickly and the paramedics were amazing.
	The two paramedics were in our estimation brilliant and we could not ask for anything better. 10/10
Negative free text comments	I had to wait 9 hours before I saw a paramedic after hours told it would be a bit late.
	My son called 111, there were too many suggestions that you should use the internet which I don't have. Had he not been there I am not sure I could have coped with this time spent before I spoke to a receptionist.

Number of responses

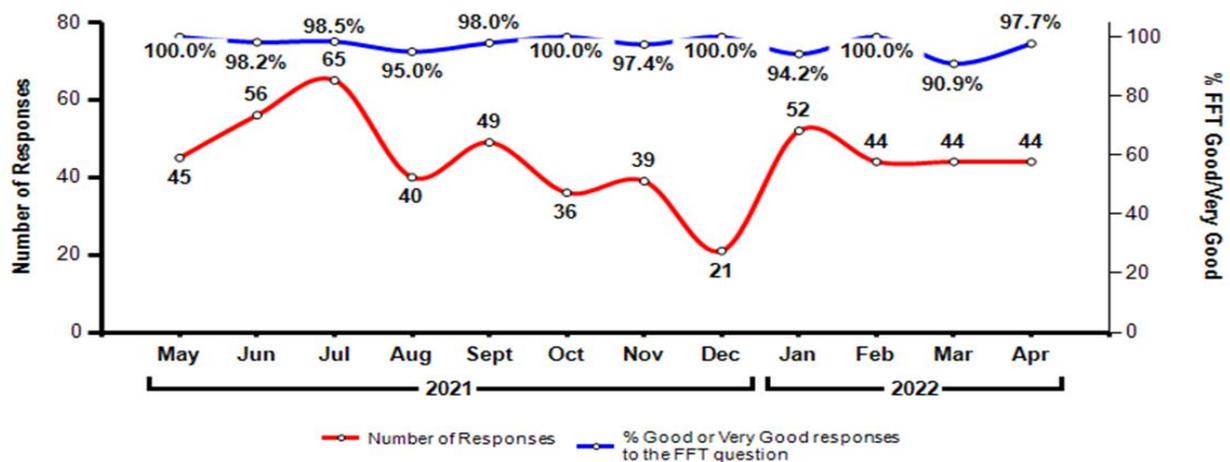
Online	0	Total: 44
Print	44	
Text	0	



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)	43	97.7%	+6.8
Very good	38	86.4%	-4.5
Good	5	11.4%	+11.4
Neither good nor poor	0	0.0%	-4.5
Poor	1	2.3%	-0
Very poor	0	0.0%	-2.3
Don't Know	0	0.0%	0

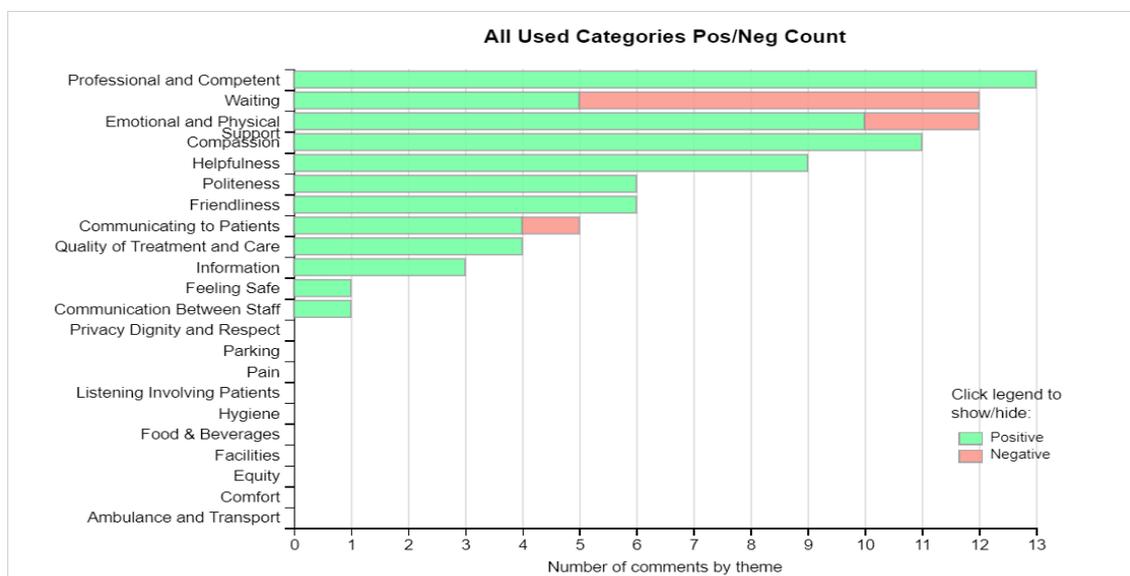
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

They were both kind, friendly and efficient.
These two lads had never anything to do with trachea tube before they done very well with help from **** [unreadable] nurse Freeman.
Very quick - told 90 minutes but arrived within 15 minutes.
The response team appear well trained and motivated good rapport with patients and family. Efficient.
Arrived very quickly and the paramedics were amazing.
Because it's true.
Paramedics were very good when they arrived but it took 4 hours to respond. I understand it is still a difficult time for NHS but still a worry whilst you wait.
The crew were very efficient and took their time. They were very thorough.
Didn't get through to ambulance immediately but didn't wait long. I understand how busy they were that night.
***** and his partner ****were great at helping us. They were good at their job.
Quick response to contacting 999 and the care given to my husband was extremely good.
I had to wait 9 hours before I saw a paramedic after hours told it would be a bit late.
The paramedic was very attentive as I thought the covid only lasted 5 days. I was very worried, she explained to me how it could last longer and put my mind at rest and why I had been vomiting she was excellent.
When I came around from my hypo, everything was explained calm and clear as to the treatment that was being given.
The ambulance crew I would give "excellent" but the phone call experience not as I don't think I was directed to a doctor early enough.
The men were so caring and listened when you talked.
The two paramedics were in our estimation brilliant and we could not ask for anything better. 10/10
At first advised 1.5 hour wait but paramedic arrived.
Rapid response by very competent and calm staff. Very professional, assessed situation quickly, accurate and thorough assessment, worked well as a team, excellent communication. Cannot praise them enough. Crew ID number ****
***** and ***** were very professional doing ECJ, they were very friendly and assuring which helped me a lot.
3 extremely friendly helpful paramedics.
Because they were very good.
Courteous, helpful, knowledgeable.
Staff friendly and professional made me feel at ease, arrived very quickly.
Only waited 20 minutes the paramedics were great and funny.
Professional, felt safe, explained things really well appropriate to my age. Understood situation I was in showed empathy and compassion.
Very quick service excellent, all staff very helpful and kind.
Paramedics came were very pleasant and helpful and very patient.



Instant response on phone clear advice reassuring after 1 hour paramedic called to check and reassure.
Paramedics were excellent, treatment medication and advice couldn't have been better.
**** and **** were very nice and attended to me very well and made me feel calm and relaxed.
Professional, caring, efficient, polite - just perfect.
Attention and advice given.
The nurse who treated me was very good at the job and explained everything to me.
Very good service, courteous, attentive, 2 students in attendance good advice given to both.
Paramedics very good.
Very efficient, very professional, very caring.
Caring and attentive well mannered.
The paramedics were very good in everything. They explained what they were doing and were very gentle and caring.
Very prompt, extremely professional.
The ambulance attendant's who visited me were efficient, very attentive and patient. 10/10
Made me feel at ease helped me to the lounge and made me laugh when I was wobbly could not have done more..

What could we have done better?

My son called 111, there were too many suggestions that you should use the internet which I don't have. Had he not been there I am not sure I could have coped with this time spent before I spoke to a receptionist.
Time. Normally ambulances very quick but appreciate how busy they are with limited resources.
Faster access to an out of hours GP to obtain an emergency prescription.
Faster response if possible.
Response time but this is not the staff's fault at all.
Fortunately it wasn't a heart attack but in the circumstances it would have been more reassuring not to wait 2 hours. .