

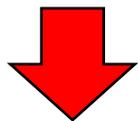


999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: April 2022



87.7%

Very good or good overall experience of the service

Free text comments

Positive free text comments	
	They went above and beyond to help me they are all angels
	The crew were there in 30 minutes. They got me in calm situation straightaway. Can't thank them enough.
	The ambulance staff and the paramedic were amazing they could not have been more helpful
Negative free text comments	
	Because I was in absolute agony and you made me wait for hours and then didn't even take me to hospital took me to a walk in because the hospital was to full
	I know short staffed but quicker response time as in severe pain. Also call handler maybe listening when I said I lived alone.
	Waited 4 hours for ambulance

Number of responses

Online	34	Total: 567
Print	11	
Text	522	

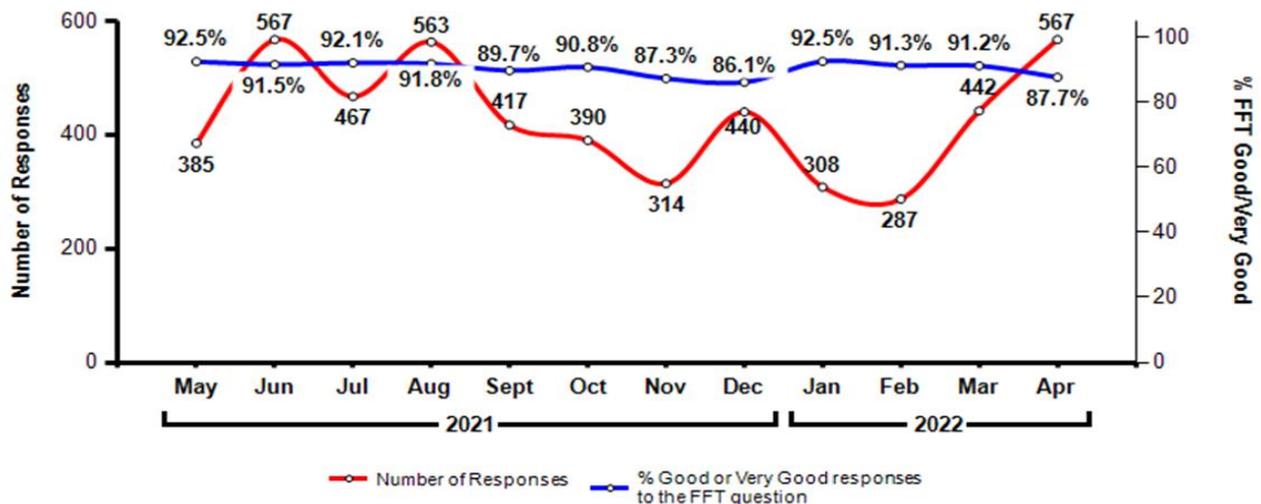


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	497	87.7%	-3.5
Very good	393	69.3%	-7.4
Good	104	18.3%	+3.9
Neither good nor poor	15	2.6%	-1.2
Poor	33	5.8%	+3.3
Very poor	20	3.5%	+1.7
Don't Know	2	0.4%	-0.3

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.

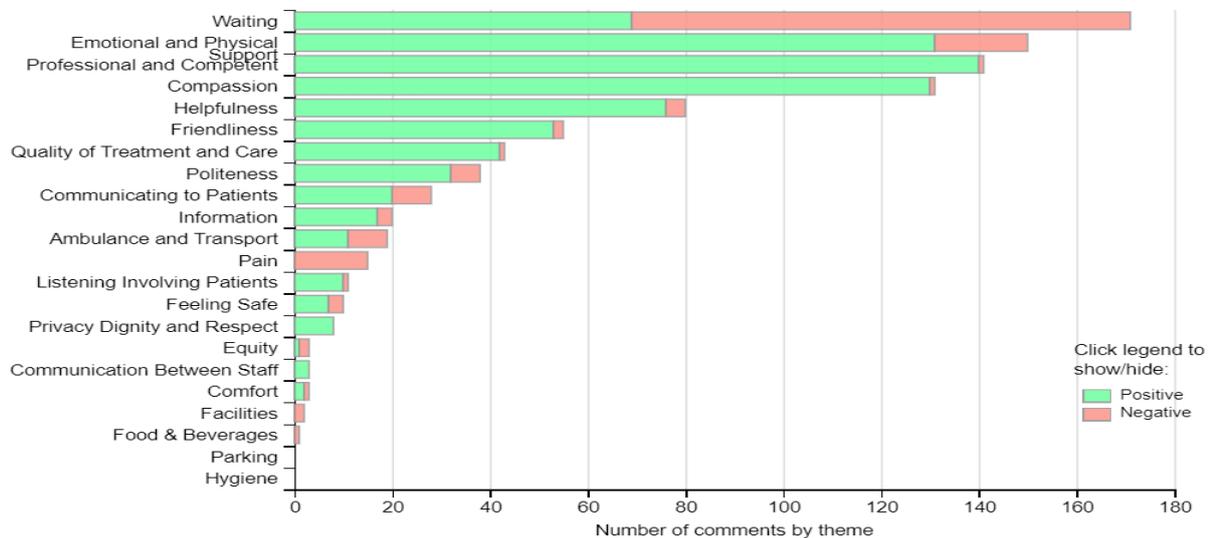
Survey trend graph

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	87.7%	9.3%	567	393	104	15	33	20	2
NHS County Durham	87.9%	9.7%	165	112	33	4	8	8	0
NHS Newcastle Gateshead	87.5%	9.7%	72	55	8	2	5	2	0
NHS North Tyneside	72.7%	15.9%	44	24	8	4	5	2	1
NHS Northumberland	87.2%	9.6%	94	63	19	3	7	2	0
NHS South Tyneside	96.6%	3.4%	29	25	3	0	0	1	0
NHS Sunderland	89.7%	8.6%	58	40	12	1	5	0	0
NHS Tees Valley	90.6%	6.3%	64	43	15	1	3	1	1
No CCG	90.2%	9.8%	41	31	6	0	0	4	0

Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	87.7%	9.3%	567	393	104	15	33	20	2
Alnwick	85.9%	7.8%	64	40	15	3	4	1	1
Backworth	79.2%	16.7%	24	15	4	1	3	1	0
Bishop	88.6%	8.8%	114	76	25	3	5	5	0
Blucher	89.3%	3.6%	28	23	2	2	1	0	0
Coulby	87.5%	8.3%	24	12	9	0	2	0	1
Cramlington	84.0%	12.0%	75	53	10	3	5	4	0
Hartlepool	100.0%	0.0%	30	26	4	0	0	0	0
Lanchester	84.8%	13.0%	46	33	6	1	3	3	0
Monkton	86.0%	12.0%	50	32	11	1	5	1	0
No Cluster	90.2%	9.8%	41	31	6	0	0	4	0
Pallion	91.2%	8.8%	34	25	6	0	3	0	0
Stockton	89.2%	8.1%	37	27	6	1	2	1	0



Free text comments

They went above and beyond to help me. They are all angels.
Although I had a 2 hour wait, the paramedics were very kind and efficient.
Very rapid response to call. Very professional staff, calm, worked very methodically, assessed the situation very accurately. Worked together as partners in a very cooperative way. Cannot praise them enough. Communicated with me and all involved constantly.
Cannot praise the standard of service enough. Very rapid response, calm and supportive crew who worked well together as a team. Very methodical assessment of the situation and all that had happened, documentation and communication of everything was amazing, felt very reassured by a very thorough check and 'feeling in safe hands'
First paramedic that came to my house was judgemental, nonprofessional and made me feel very uncomfortable in my own home.
The job you all do is vital and highly valued but you are greatly under resourced and therefore response times are not what they should be. It is a failing at government level not operator level
Looked after me good thank you to them both.
Arrived within the hour, paramedics were friendly, helpful and managed to calm the patient down. Lovely people.
The ambulance arrived within 30 minutes of my call at a very busy time around midnight.
I felt reassured and relieved my husband was in the best hands for his care.
The crew were there in 30 minutes. They got me in calm situation straightaway. Cant thank them enough.
The response was quick and the paramedics were very good
The ambulance staff and the paramedic were amazing they could not have been more helpful
My complaint not with the paramedics attended but with call handlers who couldn't reason that penis and the bladder were connected and he could tell where the pain was worst despite the fact she could hear him screaming. Then referred to nurses unable to advance call to paramedic call handler who once was aware that my husband has terminal bowel cancer thought the answer to the problem was for me to inject him with medazalam. My husband was admitted to hospital where he died 2 weeks later
Prompt and efficient service.
Arrived within half an hour and paramedic was very calm and reassuring.
I was initially told it would be an hours wait when i had to call for my dad but 15 mins later the crew arrived. From the moment they walked through the door they listened to my dad (wasn't making much sense) and then one come out of the room to ask me questions. They made the while process as reassuring and comfy for my dad and me. Only thing i had a bit of a moan about is the fact that im my dads carer and i wasn't able to go with him to a&e and stay with him, i had to hope my dad was ok
They made me feel at ease
They were very good and caring
Turned up with in minutes . And looked after my mam really well
The ambulance arrived quickly and the paramedics were very professional and reassuring to my husband and me.
Quick response, professional and courteous staff
Very professional felt they cared
The treatment they gave was very good and they were lovely they knew exactly what treatment he needed and that he needed to go into hospital
Good service by ambulance and paramedic service but took 1.5 hours to talk to someone on 119 service
Very attentive, and made to feel at ease, and explained everything there were doing
Every one was professional and helpful to my needs at that time
The answer is based on the fact that it took almost six hours from phone call to ambulance arriving. The crew on the ambulance however were brilliant.
The care given to me from the paramedics was second to none they were so friendly caring and they even tried to cheer me up I can't complain about any thing thank you need ambulance service



Swift response and very thorough assessment of my father. Kept informed throughout of what they were doing and they explained everything clearly
Because I was in absolute agony and you made me wait for hours and then didn't even take me to hospital took me to a walk in because the hospital was to full
Excellent service start to finish very caring people .
Very fast response. Pleasant ambulance staff.
Due to the speed and knowledge of the paramedics they helped save my life.
Very quick response to a very frightening experience.
Did not wait long for ambulance and the 2 paramedics that came where very good and very helpful .
The ladies on the phone were helpful and factual, however said the ambulance would be upto 2 hours then 4 and it ended up being 6.5 hours.
The crew of the Ambulance were brilliant. They were friendly, very professional and did everything they could to help me.
Was waiting 3 and a half hours for help however when the paramedics came they were great
When I rang for an ambulance I was redirected to my GP, which caused a delay of a couple of hours. As I was in heat failure and not able to breathe easily the delay caused could have been fatal. I increased the mark to good because the ambulance staff were very helpful and kind.
Very prompt very caring
Arrived promptly, wonderful caring staff, calm and professional. I felt in very good hands. Thank you
Just the wait I'd like
Took 45 minutes to turn up when u was lying on the floor in the raining cold with no one around
Quick response, knowledgeable and professional paramedics
Fast efficient service done with care and consideration
Responder was very clear and compassionate in listening and advising me.
Friendly people, put my son at ease (he suffers with autism).and got the job done they needed too.
The staff were attentive and very helpful
The ambulance crew where very good at helping me not just for my condition but also where just chatting away as they worked on me as though we had known each other for years which helped me to calm down as i was panicking
The person on the other end of the phone was very professional and that gave me reassurance and made me feel calm and even when the ambulance arrived the crew they took control of the situation and they are a credit to the profession.
They were there very quickly it was for my great auntie they had a student she was absolutely lovely
Paramedics very helpful and quite quickly got to my mam
Because I was told the ambulance was going to be over 4 hours and if I could to make my own way then to do that even though I had that much abdominal pain I couldn't stand up
Supportive and kind and helped me feel calm and less scared.
Amazing
Very fast, lovely and friendly, gave good advice, didn't rush me, gave me reassurance.
Arrived promptly and the paramedics were fabulous, they calmed me down, and talked me through what they were doing.
The paramedics were very helpful and understanding and gave me the reassurance and support I needed, a hardworking and dedicated team.
The person on the phone was very calm and helped me stay calm
Came very quickly and acted promptly. And put my daughter at ease before taking her to hospital
Staff very calm n reassuring made me calmer
The 999 operator was very good, quick and just overall great. The ambulance crew were amazing very good, friendly and speedy. The service is so understaffed so to give such amazing service is brilliant
Paramedic who came first was a lovely friendly person and put us at ease



<p>Took nearly 3 hours ..my daughter lying on cold ground outside with very bad dislocated and broken ankle. agony</p>
<p>The crew was spot on looked after me once inside the ambulance arrived quickly as we'll and taken to hospital and still made sure I was ok couldn't be any better</p>
<p>Call times again took 5 hours to get there, I work in care, and most of the time all calls are. Over an hour once was 8hours!!!!</p>
<p>Excellent and patient paramedics</p>
<p>I am a transgender woman and everybody track me like I am a proper woman that was so lovely and professional</p>
<p>I phoned 999 and the 3 services, police ambulance and fire engine were all dispatched very quickly and were on scene in about 10 mins, the operator I spoke to kept me talking and took all details of the collision as soon as the services arrived on scene they quickly had everything under control.</p>
<p>Call handler good and ambulance arrived very quickly</p>
<p>The two paramedics who came were very calming and reassuring</p>
<p>My warden rang ambulance however I wasn't taken to hospital as knew what was wrong and waiting to see specialist I basically needed to increase pain meds</p>
<p>I have always found them a first class organisation.</p>
<p>Quick arrival</p>
<p>Very competent person answered my call and gave me the right information</p>
<p>I phoned for 90 year old friend who i found had fallen and she had been stuck on the floor for more than a day. i was asked lots of questions and at the end i was told my answers did not qualify for an ambulance. So the operator said a nurse would ring instead. The nurse rang soon and immediately sent an ambulance thank goodness. Strange that the operator could not herself send an ambulance for a 90 year old who had been on the floor all night. of course i couldn't move her myself as not safe.</p>
<p>They kept me calm when I was panicking</p>
<p>The girls were just fabulous...absolutely fab</p>
<p>As a recovered heart patient their response is very quick. The ambulance team are kind and reassuring.</p>
<p>Operator was very efficient on phone. Paramedics were lovely.</p>
<p>Time to wait was too long for an elderly lady lying on the floor</p>
<p>The paramedic had a good manner with my father in law. They managed to persuade him to go into hospital and maintained his dignity.</p>
<p>Polite and presentable and really friendly and knowledgeable made me feel relaxed and at ease</p>
<p>Fast response time, polite and helpful service</p>
<p>They were quick efficient and very helpful</p>
<p>I don't agree with how long it too for the call handler too dispatch the ambulance. Apart from that everything was great</p>
<p>Excellent service from start to finish</p>
<p>one paramedic was brilliant the other not so much and took 2 hours for an ambulance for a 9 month old</p>
<p>Just the help of the paramedics that looked after my friend</p>
<p>The service provided by the ambulance crew was fabulous but the waiting time for the ambulance to arrive was poor, Thanks</p>
<p>I found them to be knowledgeable, efficient and very calming</p>
<p>Efficient, conscientious staff</p>
<p>Although there was a delay we were contacted to check on condition. When ambulance arrived both crew friendly & professional</p>
<p>The paramedics that came to my dad's were amazing, they were two young women, sorry cant remember there names, was a lot going on at the time</p>
<p>Because the operator was patient with me as I was panicking and am young</p>
<p>Paramedics were amazing, but time to arrive was very slow.</p>
<p>Very responsive</p>



Arrived very quickly, very friendly & thorough.
Very quick response and very calm approach to my mother who had just experienced a period of unconsciousness
Excellent service xx
Prompt response pleasant crew
Not long wait, the Sr Paramedic to turn up in a car ambulance who attended to my wife and stayed with her until the ambulance arrived
The call handler was very sympathetic and calm. I found it very reassuring
This was for a vulnerable neighbour and arrived very quickly
I was very pleased with the care and attention given to my father after his fall.
Waited 4 hours for ambulance
The men were very nice. Very thorough in their checks
It was for a elderly (in their 90s) patient with a suspected broken hip, the service took over 6 hours to come.
It took 8 minutes to get through to speak to someone. The crew once they arrived were great
Quick response. Sympathetic crew. Carried out tests on patient at home.
Very thorough and put us at ease
The ambulance FAIRLY quickly I was well pleased The paramedics got strait on looking for any Problems with my heart as that was I thought Was my problem they took a cardiographer and found nothing. To me having a heart attack the paramedics give a choice of Two Hospitals Sunderland gen or North Tees to be assessed
Excellent staff
Professional and friendly staff made me feel at ease
Quick response and good care from the paramedic
My mother was made to sit in a chair rather than a bed which would have made her much more comfortable for 4 hours.
Calm and clear advice over the phone. Arrived in < 1hr as advised.
Quick response, staff on the call were very reassuring and great to talk to in the stressful time
Rang 999 and ambulance was here in 10 mins, both times. Excellent staff. Very good at their jobs. Could not fault at all
Very prompt response and looked after very well
Both Paramedic & Technician were friendly & reassuring. They explained everything they were doing, not only to the patient but also their family. As well as getting info from the patient they listened to views of family which is important as the patient may not remember things.
The crew were brilliant
Lovely lasses very caring for my nana
Efficient helpful and swift
Very efficient, helpful and prompt.
The call handler was very reassuring and made sure I fully understood her
I have called ambulance emergency a lot this year for my wife and I have to say they were great never took long to arrive and can't fault there bedside manner thank you
Ambulance crew were very good got me off to hospital in good time I was diagnosed with Covid-19 Thanks
I was grateful that I was treated so well the lads were brilliant
Very helpful, friendly and efficient
Comforting staff and responded quickly
Staff were all very professional but all very kind and empathetic - call handlers, paramedics and doctors on call.
Great service! Ambulance staff always amazing
Kind, caring and efficient
From dialling 999 to getting to A and E FIRST rate



I was on the floor in agony and they came and helped me up
I had 999 out twice that day within hours I thought the first visit my Dad should have been admitted it was only on the second call he was taken into hospital he was dehydrated and quite poorly
Prompt response. Courteous helpful and knowledgeable operator. Quick response from ambulance
Always very precise, listen carefully to info given
The operator was friendly, compassionate and ensured all information was taken precisely and efficiently
Service was excellent pushed up as pain was worse fantastic paramedics made to feel relaxed
Because they were very good and helpful
The ambulance and it's staff were marvellous - the time taken to arrive was much too long.
The guys were very thorough with father in law doing all checks
Over five hours to wait for one
The staff were very good at there job and were very friendly
Came approx. 30 mins, operator had said one hour
The ambulance took 4 hours to arrive, however the ambulance staff were fantastic.
Excellent crews and excellent call handler.
Both members of your staff were brilliant with me.
Took six hours to get a phone call back to then be told there was a 7 hour wait for an ambulance
Arrived in good time . Very kind and helpful.
There were very friendly and helpful 4 times I called them out in 1 wk and were all good to me
I was treated with the upmost respect
Although there was an initial wait, the ambulance was speeded up for my father by the call crew, the crew that responded was friendly, fantastic and put my father at ease after his fall, very professional and couldn't fault them one bit, they even seen me in a&e to tell me where my father was being assessed... 👍
If it wasn't for the paramedic I very much doubt I'd be here to answer your questions
Ambulance took over 2 hours to even be dispatched.
The paramedics arrived quickly and were very efficient but friendly and empathetic at the same time. Pneumonia and Sepsis was diagnosed, and their speedy efficiency were prime factors in saving my husband's life and I will be forever grateful.
Operator was efficient and helpful and ambulance crew were very knowledgeable
The paramedics where lovely
Because it took five hours to come the first time - and an 999 emergency call out took 2 1/2 hours
Well conducted and understood
The ambulance arrived quickly and the staff are very professional and put you at ease straight away
Ambulance crew were kind caring patient and took time to chat to my 91 year old father who is hard of hearing and has early onset dementia they explained things in a way he could understand
It took a while to get through to an actual call handler
The people on the phone were easily frustrated with my father who was trying to answer questions while in a great deal of pain. They kept being rude and unhelpful to him. And the people who came sat in the ambulance and were laughing and unprofessional as they walked in. One was more interested in my dads wall art than actually doing what he was being asked
They were very quick and prompt at there job
Very friendly and very caring thank you
Rapid response and first class treatment. Paramedics were thorough and very reassuring.
Quick response and friendly staff
Good response, clear and professional
They were caring and considerate and put everyone at ease even made us crack a few smiles
We waited 1 hr 30 minutes for an ambulance while my husband was having a heart attack, when it did arrive the crew were brilliant.
Professional help



The staff are always very helpful and patient and understanding when I make calls. I am a nurse in a care home caring for nursing and residential residents some with dementia.
Prompt and very efficient service. The 2 ambulance men were very friendly and helpful.
I had a fall at home injuring both ankle and feet therefore unable to stand. I could not have gone to hospital without the wonderful ambulance service. I had been on the floor for nearly 2 hours, they came as soon as they could so thank you very much.
Cos they cut me 80 pound jacket down the sleeve when there was no need to, so me new jacket is ruined
The paramedics and the person I spoke to On the phone we're very reassuring we did have to wait 45 mins for the ambulance to arrive but they were very busy that day .
I was well looked after and transported to hospital without any problems.
Far too difficult to get an ambulance when there was clearly a clinical need for one. Initial call, then a call back all too time consuming and answering questions while in distress Is extremely stressful and annoying.
The paramedic was so lovely put my husband at ease in interacted really well with everyone
Being able to speak to a professional and knowing help was on it's way.
Response times were very good, paramedic arrived within 20/30 mins of making call. Paramedic started treatment immediately and tried to keep patient at home. He felt patient needed to be taken in to hospital for further treatment and called for an ambulance. Crew arrived within the hour. All staff amazing, especially in their care and trying to keep family and patient calm.
Professional service by all
Very helpful and understanding
The crew were really good. They looked after my husband really well and also took time to check that I was ok.
The ambulance guys were brilliant.
they are quick to answer
Quick and excellent service, i was well looked after.
Care and attention
Excellent listened to what I said tried to calm us down etc
The person on switchboard was very rude
They responded very quickly despite them being overwhelmed with calls at the time
First class treatment delivered in very short time after calling
The two paramedics were really helpful, informative and caring when dealing with my elderly father. The work they do is incredible to say the least
Excellent service on phone and by the paramedics
Took 4 phone calls and hours later for a response
They attended very quickly as the customer was not breathing properly and not responding
The first crew that came basically just got him ready to go hospital the second lady that came actually took the time to sit there and access him over a period of time and got to wat was wrong
I received help with in three minutes of calling for help.
Efficient, kept updated about delay of ambulance, clear instructions.
Arrived promptly. Staff confident and friendly
Fast friendly helpful calming
Because they were brilliant and easy to talk to
Very quick efficient. Friendly put u at ease.
They were thorough in the ambulance and polite
The paramedic and trainee paramedic we're fine, however the driver actually managed to crash the ambulance whilst I was in it.
The response was so quick I believe the responders involved saved my husband's life.
Very quick response and both of the paramedics were friendly and helpful in the treatment of my partner, nothing was too much bother.. they kept myself and partner informed and reassured at every procedure that they carried out x



The contact handler was great and professional but I was on hold waiting 4mins 37 secs for when I made the request to be out through
I was rushed to my feet although I was in agony and struggling to make sense of what I needed to bring with me. I was refused any form of pain relief and anti sickness medication and I was spoken to very abruptly. One of the Paramedics even told me that they were busy and could leave me at home if I continued to go slow.
Originally a ambulance was expected to take 12 hours but was reduced to 3 hours after being updated to a category 1 call still felt like a lifetime while in agony
Remark is relating to length of time ambulance took
We live in a very rural setting, 45 minutes drive from our nearest Emergency Department at Cramlington. A first responder from Rothbury came out to us with 10-15 minutes. Gave Dexamethasone for Croup and our 2 year old was transformed from a floppy baby using accessory muscles to breathe to a normal breathing. It avoided an admission. Very impressive
Service was prompt and the 3 members attending were professional, caring and calming during the time they were in the house. As well as attending the patient they reassured the family about the conditions being experienced by the patient and the course of action being taken.
****, **** and ***** , the ambulance Crew were exceptional. They dealt with the patient professionally and courteously and helped to put her mind, and the families at rest keeping us all informed of what the symptoms were showing and what the diagnosis was likely to be. It was comforting for everyone to see how caring they were.
response was quite quick
The wait was a long time but the ambulance crew was fantastic. They spent time and listened to everything that we had concerns with.
I've got severe COPD and needed emergency aid
The two men and I lady we're helpful and caring with getting me up off the floor in the house and Into the ambulance
Both paramedics were helpful and calming. Even though they are rushed off their feet
The crew attended me in less than 5 minutes, they were so professional , kind, helpful, showed genuine concern.
The call handler was efficient and understanding and the crew that came were excellent
Prompt attention
The staff were spot on but to long in coming
Fairly quick response. Paramedics were kind and respectful. A second call because of an additional concern was also dealt with professionally and helpfully.
Quickly dealt with, information given on the phone to check patient and reassure caller
It was good because they managed to get someone out to my nana who was having a stroke within 15 minutes, however they originally quoted me an hour to 90 minutes and only got someone out straight away because I said I was going to drive there instead...
I rang spoke to operator was lovely. We didn't wait too long for ambulance . All 3 of the crew were great very thorough
A fast response
My Dad was taken ill at home in a County Durham village while I was visiting from Hampshire and I judged that his symptoms merited urgent medical attention. I was so very grateful for the swift, efficient and professional help from everyone involved in the 999 chain. All kindly and reassuring to Dad and his worried family. Excellent service.
Courteous, kind and reassuring
Excellent service so professional and caring
The wait time was ridiculous. I rang because my partner was struggling to breath and had collapsed and had an hour and a half wait and then once the first responder had turned up she ran out of oxygen waiting on a 2nd crew. We waited a further hour and a half with the 1st responder for a private crew to turn up to transport him to hospital and that crew seemed more bothered about the paper work that needed completing.



Caring professional members of staff made me feel safe
If it's in regards to the paramedics they were absolutely great and a credit to the profession
Excellent service from the person on the phone, the paramedics were also fantastic and reassuring
No fault of service staff , but it was a hour before ambulance arrived Which could have dire consequences.
Brilliant Paramedics. So caring.
Kind and compassionate staff, looked after so well. Made me feel part of the decision making process while also being really reassuring.
Late paramedics diagnosis patient with any tests, explaining to telephone agent that my husband could not answer questions due to fever and not lucid time of ambulance to attend
All staff very thorough professional and attentive thank you 😊
Helpful, efficient, considerate. knowledgeable
The lady was very calming and reassuring. Her questions were clear and precise. Overall a very good experience.
Three paramedics attended, one a trainee and they were all truest amazing. Calm. Professional and supportive
My husband has lung cancer and we had to wait for over 4 hours for a ambulance I don't drive and even if I did drive I would not of been able to take him. My husband is 73 and I am 65 i also have health issues I was
Crew where really good made us feel at ease and kept us aware of everything they were doing were very polite and helpful could not have asked for better
The operator was warm and calming when I was a little worried and the car turned up within 30 mins of me calling. ***** the rapid response driver is a credit to the ambulance service and was super patient with us and so thorough, he took us into hospital and saved my son from being extremely poorly!
They came helped my partner he was amazing afterwards
Ambulance personnel were caring considerate and polite and provided an excellent service
Paramedics very able, efficient and sympathetic
Very good polite staff
Took 2 attempts to get through then was asked lots of questions about the pedestrian who couldn't answer fully nor did I know them well enough to answer
The paramedic took a lot of convincing in order to take my mum into hospital. If I had not been with mum my experience tells me she would now be dead.
The lady on the phone was supportive she was calm which helped me to be calm she communicated well. And explained what we needed to do if things changed when the ambulance arrived the explained who they were calm and explained what they were doing helped myself to stay calm at all times I was listened to communicated and supported by both the lady on the phone and the ambulance crew they reassured us as a family
Arrived quickly, great service, lovely people who not only gave the right treatment but also were great people persons which help me to stay calmer
The crew that came out to my 87 year old dad were very nice and reassured him to make him feel relaxed and comfortable
Emergency services arrived within minutes of my call ending, paramedics were friendly and excellent, they helped the resident feel at ease and important
Very pleasant and helpful
The last 2 times I have been taken by ambulance the crew have been 'off' on both occasions. No compassion, as if I was an inconvenience. I am sure they get messed around and it is stressful but don't take it out on the patient. No one wants to go to hospital!
They were professional, they were concerned, and they helped me at a time I needed it. They did EVERYTHING to help me. They were amazing and they have helped me to come to terms with what I am going through. The doctor I saw in the morning was super too. I am eternally grateful.
I could not fault them they were brilliant with me
Response of practitioner



They responders were very quick and efficient but we're also really friendly and never made the elderly patient feel rushed.
Clear instructions and reassurance given
Everyone was so amazing, very caring could not have done better
The woman who lives a few doors away had been lying under a table all night she looked like death warmed up and instead of sending an ambulance straight away you decided to bombard me with questions! I said is the ambulance on the way and you said you would not send one until all questions were answered. I was horrified as she could of been dead by the time you got there!!!which was over an hour later... one day you will get there and they will be dead...
My husband had breathing difficulty no ambulance sent second call 8hrs later he died 4 days later
Made to feel at ease. Helped me to understand what was happening.
Ambulance staff were kind and made sure I was provided information on the care I received.
Very responsive and understanding on the phone
The ambulance arrived very quickly and the paramedics were polite, caring and thorough.
Really helpful on the phone calm direct information paramedic arrived within minutes and a short wait for the ambulance thankyou
Quick response from the service, well looked after from start to finish very grateful to everyone
The initial call to 111 was very understanding of my dads needs overall was happy with the service
Quick, attentive, supportive, empathetic
The service provided by the medics was good but waiting for over 2.5 hours for an ambulance when it was a possible cardiac arrest was poor to say the least.
The paramedic went above and beyond to help and reassure and ensured I was taken to the right place he was very thorough explaining was happening, he was very efficient
Very speedy in arriving and very comforting
Because the call handler was very professional and the paramedics arrived in good time, dealt with the patient quickly and calmly, kept us informed of what they were doing and got the patient to hospital quickly
The ambulance staff where very understanding and patient.
Got to us within the hour, were nice patient and polite with my grandad
They arrived within 10 minutes and gave me the best care possible
Arrived quickly very thorough in finding health concerns, given good advice and need to be taken to hospital ASAP
I understand that they are busy but the male paramedic was trying to tell my mother in-law she had trapped wind and wasn't going to take her to hospital I had to tell him that she wouldn't ask for an ambulance if she didn't need one he kept saying he would give her pain relief and she could stay at home my mother in-law had a twisted bowel and needed 2 operations to fix it
I was happy and satisfied with the service but i never wanted an emergency Ambulance in the first place, i wanted medical advice from 111 and it was them who insisted i have an Ambulance but the service was very good and very prompt,
Very professional and friendly, explained everything that was going to happen.
Quick response. Very thorough team. Made my Mam feel at ease. Couldn't have been better.
The crew couldn't have done more for me and certainly made me feel like they cared.
The 2 paramedics and the 1 student were ultimate professionals, as they were going through the assessment they talked us through every step and were really calm and relaxed in their approach to put our minds at ease they were fantastic ambassador's for the NHS North East Ambulance Service
Because it's truthful.
Friendly, caring staff.
The kindness dignity and respect my father was treated well from your ambulance service.
Because that's what it was.
Both crews were very considerate & caring.
Quick coming, and the team were very good. And spent time to sort me out.



Lay on floor for 4 hours after fall.
 Staff were understanding.
 All 3 paramedics were very polite and very professional.

Anything we could have done better?

More understanding of my illness and less unhelpful
 Couldn't praise them enough.
 Have a larger fleet
 A quicker arrival but considering how stretched the ambulance service is I would say they did excellent.
 Everything was good very efficient nothing to add
 Couldn't fault the service.
 More ambulance staff needed and more ambulances to attend to people quicker than having to wait a long time
 The only thing was the waiting time for the ambulance to arrive it was a code red call he struggling to breathe and as time went on it was getting worse luckily they did get him into hospital in time as the following day he had a massive asthma attack which lead to a cardiac arrest but the fantastic staff on ward 6 at Durham university hospital saved his life
 Improve 111 service waiting times
 All I can say is keep up the hard work u provide thank you
 Arrived earlier since covid your top priority is them not people who are suffering with other illnesses
 Set the expectation for the timing of the ambulance if we knew it would be over 4 hours saying would be helpful
 Sent an ambulance out sooner
 Ambulance could have been quicker but I am aware of lack of enough services and waiting times at hospitals to hand over patients.
 The wait at the hospital to be in 'Fast Triage' was horrendous. I think this was more the hospitals fault at not having enough beds and staff. We waited over 45 minutes to be seen from ambulance. There were 8 pairs ambulance staff waiting for their patients to be Triaged. Some waiting over and hour and half, poor people waiting ambulances no wonder there were non available
 Stop prioritising covid over everything I get people do get really sick but if they still managing to talk n breath then why don't u make them wait over 4 hours or tell them to make there own way to hospital as it's to busy
 More staff, more ambulances, better call times
 Please tell operator that an ambulance should be sent if an old lady has been collapsed on the floor all night.
 Listened to what I was saying regarding the individual's symptoms and condition and not deciding it was something different to what I was telling the operator
 Quicker too dispatch the ambulance
 faster call back
 Not asked me to assist in moving person down stairs as explained recovering from back injury so would have been better if they used equipment to assist mobility
 Quicker
 Reduce waiting time
 Arrived sooner
 Answer the phone more quickly
 get heater fixed in the ambulance
 Provided a bed in the hospital and the paramedics were very slow to react when they got there



Maybe let a family member travel with them if possible & not an emergency
Maybe a few more checks on the first visit my dad couldn't even get to the toilet on he own but he lived on his own and the first responders were happy to leave him at home the second response were not they admitted him straight away after seeing how he was on his feet walking
Come a bit quicker
Take us back to home
Reduce waiting time
Quicker response
Rang back with I the specific time
If i'm honest, it would just be the waiting time, i do understand that your ambulance crew's now have to travel greater distances between job's (hartlepool & the surrounding area's, to and from north-tees hospital) but that's all that... 👍
Dispatch ambulance immediately, not faff about ringing people first
More understanding of the patience needs when they are in pain
My mother was the patient and she was having chest pain and had breathing difficulties and the phone operator insisted she speak directly with mam but she couldn't talk which I thought was unnecessary
It is understandable the amount of pressure the service is put under, more call handlers possibly but this is obviously difficult
Be understanding that if the patient can't talk because they are in pain that someone else is going to have to answer for them. And actually help people through things rather than make them feel like a burden. My dad didn't even want to go to the hospital after the call because he felt like too much of a burden on the people to go through
Try cut the waiting times.
Took me jacket of as it was a zip jacket so it just would of slipped of
The Initial call should have established an urgent need rather than an ongoing, time consuming series of calls. Speed was important and you slowed everything down
Waiting time for emergency no too good
Reduce the waiting time on the telephone lines.
Less rudeness and a better attitude
Get to the patient quicker
The first crew to take more time to access the patient
More ambulances more staff
Arrive quicker more ambulances available
Be more supportive when they arrive and quicker service
Empathy and understanding goes a long way, unfortunately this was not evident on this occasion
Better updates on expected timescales seems to go from being an age away to within the next ten minutes
Got here quicker
Quick time for ambulance, along I appreciate this is not the ambulance services fault and you can only work with what you have.
Time waiting for the ambulance
More ambulances and crew
There was a 2 hour wait on the ambulance corridor when my daughter had to wait separately. No-one offered food or drink and I had nothing from 4:30a.m till 4:30p.m.
The waiting times and prioritising are ridiculous
Timing from ringing 999 with chest pain



Management should be putting pressure on government for more funding to train more staff to make up for shortage of staff.
Arrival time when you are asked on first call to phone if patient starts to deteriorate to have to go through the full script again and advising paramedics that my husband needed to go to hospital
Waiting time of about one hour felt a long time though I appreciate the service is under pressure
Prioritise the question to the situation By standers do not know the personal lives of pedestrians.
It is of my opinion that medical expert should have empathy as a key value. The paramedic that attended to be appeared more interested in clocking off rather than providing care.
Remember who your customers are, they had a life too and deserve some compassion. I appreciate some do not appreciate the service provide, I do not fall into that bracket.
Try and answer calls quicker
Time answering the call
Get the ambulance straight out !!!!
Asked why his breathing was normal when asked questions he couldn't breathe standing up only laid down
I understand that the health service is under pressure, but to be told that it would be up to 3.5 hours for a possible heart attack is not good enough. It is not the staff's fault, but improvements must be made.
Got here quicker
I think the service is great and everyone was lovely, but it would be good if the 111 service could find a better way of assessing people's needs before they are quick to rush an ambulance out to people, i know it's not easy to assess a patient over the phone but it would save an unnecessary ambulance.