



999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: May 2022



98.4%

Very good or good overall experience of the service

Free text comments

Positive free text comments	All three crew were - I thought very knowledgeable, caring, asked numerous questions.
	I was treated very professional by two dedicated people. They were very pleasant and actually cared about their patients
	Arrived quickly. Efficient, professional, friendly. Brilliant attitude towards my elderly mother.
Negative free text comments	Worry about time it takes to get through on telephone.
	You were busy, I understand but 1-hour & 1/2 wait - is a worry! I've been widowed since 2003.
	1 hour to wait.

Number of responses

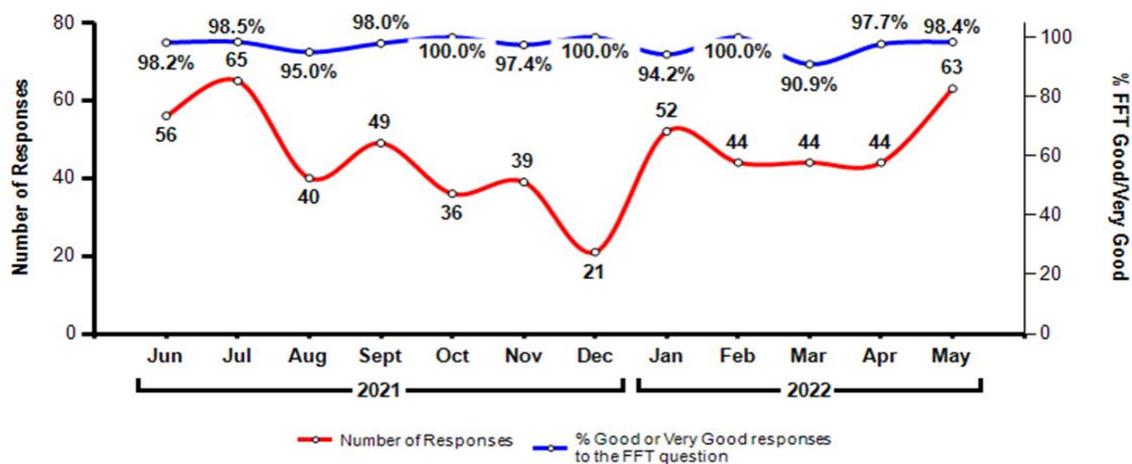
Online	0	Total: 63
Print	63	
Text	0	



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)	62	98.4%	+0.7
Very good	60	95.2%	+8.9
Good	2	3.2%	-8.2
Neither good nor poor	0	0.0%	0
Poor	0	0.0%	-2.3
Very poor	0	0.0%	0
Don't Know	1	1.6%	+1.6

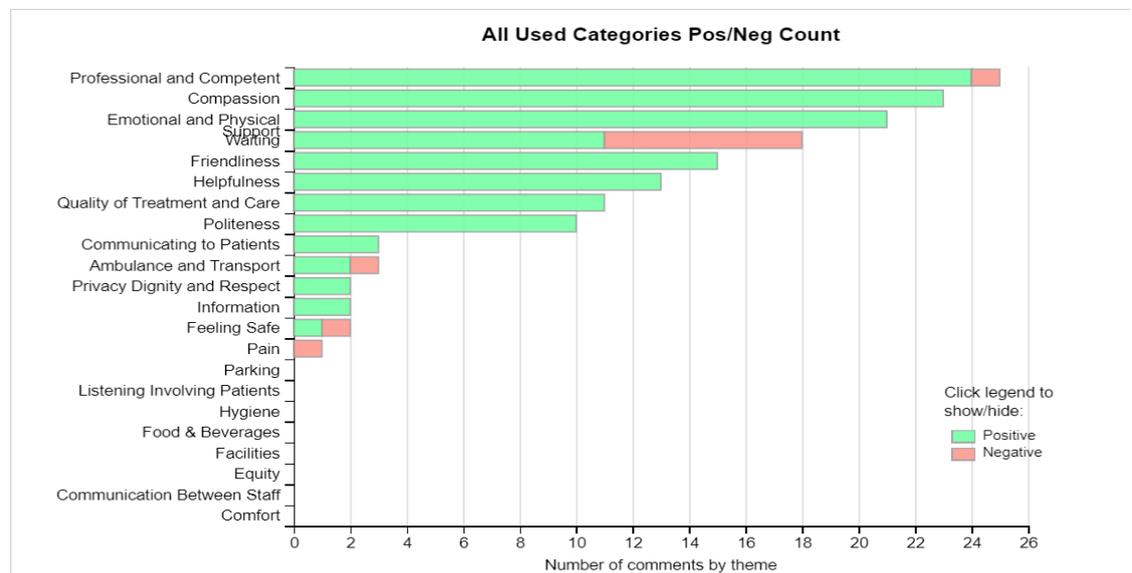
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

From the initial phone call to ambulance arriving it was first class service, thank you so much.
Kind, caring, knowledgeable with a bit of humour.
Prompt response.
I wasn't in a good place; I couldn't breathe and was anxious. One of the paramedics talked to me and calmed me down which helped immensely. I live on my own.
Friendly and efficient.
Excellent service! First time ever grateful.
All three crew were - I thought very knowledgeable, caring, asked numerous questions.
Very prompt - helpful and staff were all extremely polite, friendly and most helpful. Excellent service.
You were busy, I understand but 1 hour 1/2 wait - is a worry! I've been widowed since 2003
I waited too long for the on call doctor - in the end I became an emergency and the ambulance was called at 4.00 a.m. Good Friday.
Prompt, very professional, friendly. Put my 90 year old mum at ease.
Fast response.
***** and ***** were excellent and provided calm in a stressful situation.
Two extremely helpful people came and treat me and my wife like human beings.
Very professional, caring paramedics, thank you so much.
The paramedics were [unreadable] professionals turned out my problem was not an emergency but they completely tried [unreadable] reassured me that I was not in danger - did not complain about my call being a waste of time.
Anthony was reassuring and kind throughout his visit explaining with clarity as he continued his examination and finally came up with an answer.
The team that attended were marvellous - very professional/caring/considerate. From 1st contact to 111 to the ambulance attending, everyone was amazing. How lucky we are to have such wonderful people/NHS.
Very efficient, polite and reassuring, did their job to the best of my knowledge.
Ambulance attended within 10 minutes of call. Paramedics thorough with good patient support. Chest pains cleared and after normal ECG [unreadable] to remain at home and consult GP on paramedic's advice.
Upon making the phone call they were here very quickly did their job and got me back up.
When the crew arrived, they [unreadable] ascertained the problem, took tests and prescribed [unreadable] sandwiches and tea. Left when my blood pressure was normal.
They came very quickly good examination.
Very helpful.
The two paramedics were very pleasant, professional and kind.
Service was fantastic but ambulance was delayed.
Always have had very good response.
I was treated very professional by two dedicated people. They were very pleasant and actually cared about their patients.



I was treated very professional by two dedicated people. They were very pleasant and actually cared about their patients.
Ambulance arrived within 3-5 minutes despite tech problems at 999 being unable to connect us.
Willingness of team to listen the thorough examination given to reveal chest infection.
Really pleased with the treatment that was given.
****and **** (***** Ambulance Station) outstanding ambulance crew a credit to the NHS Ambulance Service.
Quick very caring excellent in every way.
Arrived quickly. Efficient, professional, friendly. Brilliant attitude towards my elderly mother. This section completed by patient's daughter.
These men (from ambulance) were kind, polite, very helpful, friendly and thorough!
Very helpful, paramedics efficient and caring.
Very understanding gentlemen. Very knowledgeable and thorough. Quick response.
Ambulance staff were great and arrived quickly. Do a fantastic job, helped keep me calm in stressful situation (heart attack).
Arrived quickly, efficient, friendly, clear instructions.
Wonderful, professional, reassuring service. Friendly, warm, caring staff.
NHS staff who arrived were all brilliant. Excellent service.
Explained everything really well. Took great care and reassuring.
When the ambulance arrived I don't remember much but my wife and son said they had everything under control in minutes when I came round they explained everything and stayed until I was O.K. Three great lads pleasant and friendly. Thank you so much.
Did everything correctly.
The operator was patient and ambulance came quickly.
Prompt response, good service, very caring and friendly.
They were very kind and helpful as I was very scared.
Very pleasant and delighting staff, couldn't have done more.
The paramedics were very patient very helpful and did not have an easy time.
We had a quick response and so much help from both paramedic and OT we are so grateful.
Sat and talked to see how they can help - checked all that needed doing - very caring people.
On the last visit the paramedics were pleasant, friendly, helpful and informative which is not always the case.
Nothing was too much trouble for the crew. Lovely manners and very polite.
Very fast response - technicians were great (***** + *****) falls response team OC + technician.
Prompt and efficient caring.
Service helpful and caring, calming.
Paramedics were friendly and efficient, they were very helpful offered, advice when asked.
The crew came promptly, gave my son the medication he needed and made sure he was safe.
Came as arranged. Very kind, considerate and helpful.
Excellent advice and helpful. Good medical check...



What could we have done better?

Maybe arrive a bit quicker.

Perhaps ambulances could answer calls quicker if there was less paperwork involved.