



999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: May 2022



90.7%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Quick response, considerate crew, thorough, friendly, and helpful.

Quick response and excellent staff who were efficient, professional, friendly and put my father and the family at ease.

They had a professional, friendly support attitude and genuinely cared about my well-being. I'm forever grateful. Thank you

Negative free text comments

When they arrived they were unhelpful and refused me any pain relief

It was all down to the one paramedic, maybe he could do with extra training on how to talk to anxious and frightened patients

My 92 year old mother in law broke her hip and had to wait over 6 hours in agony for an ambulance

Number of responses

Online	40	Total: 664
Print	119	
Text	505	

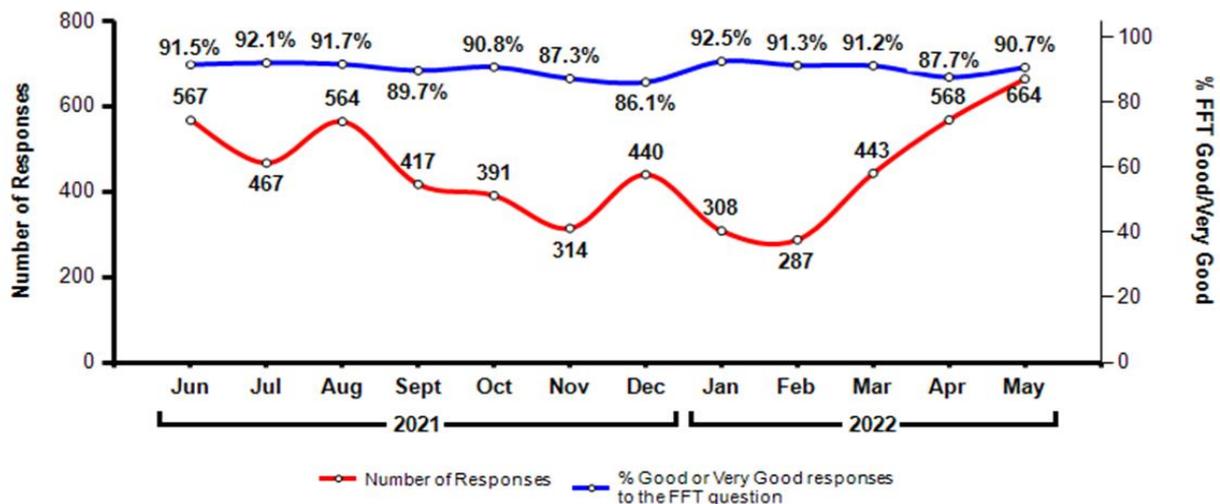


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	602	90.7%	+3
Very good	489	73.6%	+4.5
Good	113	17.0%	-1.5
Neither good nor poor	24	3.6%	+1
Poor	14	2.1%	-3.7
Very poor	22	3.3%	-0.2
Don't Know	2	0.3%	-0.1

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.

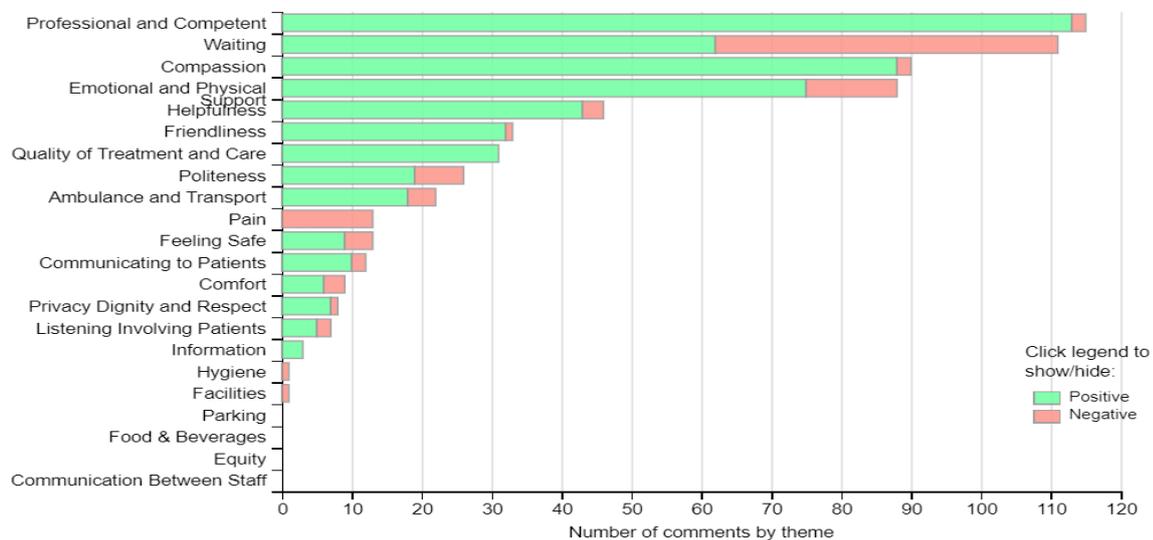
Survey trend graph

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	90.7%	5.4%	664	489	113	24	14	22	2
NHS County Durham	90.3%	6.0%	216	154	41	7	4	9	1
NHS Newcastle Gateshead	90.7%	5.6%	54	38	11	2	2	1	0
NHS North Tyneside	90.6%	3.1%	32	24	5	2	0	1	0
NHS Northumberland	87.4%	8.7%	103	76	14	4	2	7	0
NHS South Tyneside	73.7%	15.8%	19	9	5	2	0	3	0
NHS Sunderland	86.7%	11.1%	45	29	10	1	4	1	0
NHS Tees Valley	93.3%	2.2%	45	38	4	2	1	0	0
No CCG	96.0%	0.7%	150	121	23	4	1	0	1

Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	90.7%	5.4%	664	489	113	24	14	22	2
Alnwick	84.8%	9.1%	66	50	6	4	1	5	0
Backworth	100.0%	0.0%	9	7	2	0	0	0	0
Bishop	89.5%	6.3%	143	99	29	6	3	6	0
Blucher	88.2%	8.8%	34	20	10	1	1	2	0
Coulby	88.5%	3.8%	26	21	2	2	1	0	0
Cramlington	91.2%	4.4%	68	49	13	3	2	1	0
Hartlepool	100.0%	0.0%	2	2	0	0	0	0	0
Lanchester	91.0%	6.4%	78	60	11	1	2	3	1
Monkton	86.5%	8.1%	37	24	8	2	1	2	0
No Cluster	96.0%	0.7%	151	122	23	4	1	0	1
Pallion	80.6%	16.1%	31	19	6	1	2	3	0
Stockton	100.0%	0.0%	19	16	3	0	0	0	0



Free text comments

Being a very frantic mother after my 1 year old falling and banging his head resulting in vomiting, a paramedic arrived and I have no words to describe him other than he is an absolute credit to the NHS. He calmed me down, reassured me I did the right thing in phoning an ambulance and was so helpful. Whilst safely checking my baby he included my 4 year old daughter, talking with her and taking interest in her! He was absolutely fantastic and pointed me in the right direction for care for my baby

I felt safe and reassured.

They arrived very quick and were caring people

Prompt and efficient

The call handler was very clear and very professional as were the paramedics, they were kind and patient with my elderly mum.

They were very fast to get to me.

Excellent care and understanding given by paramedics talked through every step of my care

The ambulance come within 15 mins was told it could be up to 2 hours I was really surprised they got here as quickly

Amazing staff

I was suffering a major panic attack and the crew were really good at calming my anxiety on the journey to hospital

Because the information was irrelevant to this serious accident. The timescale for arrival was diabolical for the seriousness of the accident.

It was a fast response to my grandma having a stroke

Very efficient, polite,

The ambulance service is second to none. Totally up against it. GP saying call an ambulance rather than coming out to visit. Timewasters!! (drunks etc)

Excellent service. They knew exactly what was going on. We're professionals right up to handing me over into care of hospital. Kind and sympathetic understanding my worries and explained everything that was going on. I was made comfortable, and my pain was managed These people are angels!

The two paramedics that came to my house were amazing

Came quickly very caring and understanding

Every step of the way the person was very understanding and helpful. We were very worried and were put at ease with the professionalism of the person helping us. Our grateful thanks to you all.

The crew were here very quick and looked after me really well. They were 2 lovely ladies.

The service couldn't have been better. The 2 members of staff we absolutely first class and caring with our every need.

Quick response and excellent staff who were efficient, professional, friendly and put my father and the family at ease.

Arrived within 10 mins

Outstanding service provided by the crew. Kind and compassionate throughout my treatment and transfer to the Hospital.

Amazing paramedic

The paramedics made me feel at ease right away and were very understanding of my situation.

The ambulance crew understood my pain & complied with my requests which a previous ambulance crew disregarded which added to more pain experience by myself

Excellent service fast response for my elderly Uncle who took ill, professional but also friendly

They had a professional, friendly support attitude and genuinely cared about my well-being. I'm forever grateful Thank you

Came quickly

Great staff very helpful

Very polite and efficient.

The ambulance took nearly 4 hours to arrive. It was a blue light too x



Came within 15 minutes
They were here within 10 minutes and were so lovely and friendly but the person on the phone was a bit sharp and snappy.
My 92 year old mother in law broke her hip and had to wait over 6 hours in agony for an ambulance
Always very professional, swift and understanding
Was informed it would take up to 2 hours before a response vehicle would arrive
Excellent from to start to finish
I myself called ambulance for my mum who thankfully is now out of hospital, in which ambulance was there within minutes, extremely impressed... The two male ambulance guys were fantastic putting myself at ease as I was quite frightened after finding mum that morning... Mum was thoroughly checked over, stats etc and given oxygen... Mum arrived at hospital very quickly... We were so proud of the two ambulance men that we sent a card and biscuits/sweets out of appreciation...
Very helpful
Having used this service a few times and received excellent care each time. I have to say that the paramedic who attended this time was not at all friendly or reassuring. His assistant was very nice though.
People who attended where very friendly and helpful and helped put my kid at ease about what was happening with me
Service was great on phone all and also when they arrived made my dad feel more reassured
Friendly helpful and caring
Excellent service and ambulance with us within the hour.
I was treated very nicely and quickly
Whilst we were expecting a long wait the service responded really quickly. The ambulance team were brilliant too
Because the initial phone call was dealt with in an efficient no nonsense manner There where two crews who where very patient understanding and professional
Staff were friendly very thorough and very knowledgeable
They were amazing from the call handler to the paramedics never rushing making sure I was as comfortable as I possibly could be at all times
needed an ambulance for an resident
Very helpful, looked after my mother-in-law very well.
Very calming and fast coin for have been a better service.
Quick response and professional service
Courteous and friendly staff made me feel very comfortable
Response
Excellent care provided for my very poorly husband spent the best part of two hours trying to stabilise him
My 84 year old mother had a fall outside and suffered a head injury which was bleeding heavily. I called 999 and the ambulance arrived 2 minutes after. Staff were excellent and have no complaints whatsoever. Professional, kind, calming and truly angels in disguise.
I phone an ambulance for my mother who was having a bad diabetic hypo and had fallen over. The ambulance arrived in good time. The male and female crew were absolutely brilliant, very thorough with checks and explained everything to me and my mother when she came around. Both crew are an asset to your service
Quick response. Ambulance member was lovely and put me at ease
The staff were very good and delt with the situation well. They were very kind.
Fast response and kind caring staff
When they arrived, they were unhelpful and refused me and pain relief
Helpful service on the phone, some questions were irrelevant but all professional and I know they have to be asked, patient was ok, that's was the main concern after his fall, got a full check in hospital
I was asked a question about the volume of blood that I found difficult to answer.
Very efficient



90 mins wait turned into over 2 hours plus and when you have chest pains it's not the best scenario to be in at the time however I do appreciate how busy it was as when I finally arrived at the A&E there were 13 ambulances waiting to be booked in before mine I do feel that the system needs to be changed and handovers on v busy A&E departments radicalised to maintain effective running of the ambulances so there out nit sat waiting for hours n hours to be checked in personally
On 24/4/21 I was involved in a motorbike crash near ***** where I sustained multiple fractures. I was attended to by two ambulance men. They were amazing in reassuring me and making me feel safe .They made sure I had adequate pain relief and stayed with me until I was fully handed over to staff at Cramlington. I will never forget their kindness and their professional attitude towards me ,my partner and the situation. If you can please thank them
First responder arrived quickly, assessed, and gave initial treatment. Arranged transport to hospital
Fast service app around and reassuring staff!
Response time was very fast, and level of care was excellent.
Excellent care by paramedic and quick response and journey to hospital
Despite the very challenging circumstances they responded to they were calm and friendly throughout
Needed fire brigade and ambulance as dad had collapsed in house with oven on and couldn't move. No access to property. Waited for first 999 call over 20 minutes, then was cut off, waited over 40 minutes for second 999 call to get through by which point could smell food burning in the oven via letter box. Had to kick door ourselves, fire brigade took further 30 mins to arrive, waited over 5 hours for emergency ambulance with rude operator when tried to follow up the call
Arrived quickly very thorough care.
Arrived between 5 and 10 minutes from calling. Showed respect for patient at all times while being professional and efficient.
The call taker was very good, straight to the point and asked all the relevant questions.
The ambulance arrived quickly, the staff were very clear in what was happening and gave advice. The staff seemed very caring and compassionate.
Very fast, professional, kind, informative, caring
Excellent experience, made to feel safe and secure. Thank you.
I was told maybe 60 to 90 mins. But was here in about 15 mins
Took nearly six hours for the ambulance to arrive and my elderly aunt had to lie on the floor for five hours because she couldn't get up. I rang the emergency call they said they would try and get the ambulance earlier but was still the same time as when the nurse rang early afternoon .
Been twice to my mother each time there has been some nice and the other quite abrupt
My call was answered quickly, and an ambulance was with me within 15 minutes. The attending paramedics were nothing but kind and extremely professional. As was my treatment in A&E. It isn't the first time I have needed emergency care and it is always 100%.
I couldn't breathe properly, and I struggled to recall what happened
Fist attender and crew very professional and really nice to my mum who was struggling to breath
Took 2 hours to come for my wife she had a stroke not a good service at all
it would have been better but one of the paramedics had a terrible attitude with me the other paramedic what had just finished his training was ok the cca was lovely a credit to the service the ambulance wasn't for myself it was for one of my clients as I'm a carer
Really helpful from the first phone call
Very prompt, efficient and reassuring medics.
Really fast response
Fast, efficient and the paramedics were faultless.
Ambulance came within 15 minutes. Paramedics very efficient and helpful and were able to get to hospital quickly.
Dealt with the situation full health check done
I was having a heart attack and the ambulance took nearly 1 hour to attend
Very kind, helpful, and calming



Both paramedic & driver were very kind & caring to me during treatment
The call was answered promptly, and questions asked calmly and succinctly.
Agent on phone was very patient and showed empathy and helped straight away. Asked relevant questions and sent an ambulance
The caller handle was lovely, kept me calm and took me through the procedure
Very quick response, very attentive to my elderly mother . Couldn't fault them.
The paramedic came first, decided an ambulance was needs and called for back up There was a couple hours maybe less wait but I wouldn't complain as I know how busy the NHS is
Arrived quickly paramedics put me at ease
Quick response. Very informative
Quite a long wait as service was very busy but excellent once the paramedics arrived
Absolutely fantastic service, so caring & friendly & reassuring. Thank you so much.
I gave this comment as they were efficient taking care my mam plus they gentle and caring, I wouldn't have anybody coming to take of anyone
Phone call handled in professional manner. Had to wait for over 2 hours for ambulance to arrive. The ambulance staff were brilliant!
Because we need the ambulance because my mam had an accident that why we call you but now she is in a button of the **** they help her very good and also nice people they and nurse are good helper to my mother also I am happy they are helping my mother to get will again and better and stronger again
The call handler was great on the phone, she put me at ease very quickly
Excellent staff and health care. I appreciate the service is v busy but once they arrived, they were excellent
Thank to those two young and professional ladies who helped me in a very difficult situation on my life. Thanks NHS. Dan Pana.
Paramedics arrived within 15 minutes; ambulance needed arrived quick
The response was very quick luckily as my 30 yr old niece had a stroke, the call handler was amazing and the ambulance staff too.
The advisor was so helpful and helped me in every way possible
Fast, efficient, and caring.
Arrived in reasonable time. Paramedics were very helpful and supportive
It didn't take them long to get to my address and when they arrived my place was in a mess i explained what had been happening they give me time to get my things together then we were off to hospital
Fast response, excellent treatment
Friendly and re assuring and made it easy for the family to understand
They were quick and helpful
Quick response on ozone and Ambulance turned up within the hour when we were told it could be at least 2 hours
Paramedic made it as though my wife wasn't poorly. She had to insist on going to hospital (this really did not please him). Told her it was most probably a trapped nerve. Thank god my wife told me to insist on going to hospital. Another hour to wait for ambulance. Turned out she had an upper arm DVT. I will be putting in a complaint, if had had listened, my wife could of died.
Efficient, timely, professional and friendly
The person who took the call was very clear & precisely. Ambulance men were really good. Excellent service from start to finish.
Delay in arrival of ambulance estimated time 60 for expected heart attack however once arrived crew were amazing!
The ambulance arrived in 20 minutes. Given some of the horror stories of patients waiting hour upon hour, I was very grateful. The ambulance were also just so wonderful and caring.
arrived quickly,, very efficient and thorough treat me with respect, kindness and humour Calmed me down with their demeanour
The team were very helpful and caring for my daughter, really impressed.



Excellent service for Dawn Harrison TS20 2HU 28 today at 09.30 by John the Paramedic
The paramedics arrived quickly, they were compassionate, professional, caring and calm.
Always professional and courteous and help full
My mother-in-law 96, had a very heavy bleed during the night. She rang her carer who then rang us (her son and I) she also rang for an ambulance. We went to her house in Tynemouth to find her shocked and frail she takes anti coagulants which is why she'd bled so heavily from a small wound in her leg. The paramedics who came, ***** and **** were great. Very caring and good with her. I want to commend them for their lovely manner.
Listened to my concerns and treated me with care
Very quick response. All details explained clearly.
So professional 🙌 out within 5mins.they are an asset to our community couldn't do without them Thank-you so much
Unfortunately, we have a regular need of the Ambulance service and every time they do not let us down from initial contact to my wife being put in the hands of the hospital. Can't fault the service even when it's under the current amount of pressure. THANK YOU
The staff member who answered my call was calm and very helpful. The paramedics that attended to our son were so friendly made us feel well looked after and we couldn't thank them enough!
Ambulance staff were very efficient and got me to hospital safely and quickly
Good response helpful professional staff
Quick response, caring and the best outcomes provided for the patient.
The first responder arrived within half an hour and was really good at assessing the situation and asked for a red ambulance which also arrived quickly.
Rang ambulance in mental health crisis for family member, was told them threatening their life was not an emergency and the ambulance arrived after 8 hours of waiting.
Prompt attendance and paramedics were professional and also good with me (the partner).Felt as though we were in very safe hands at al times
I found that this service has been more than i could ask for, and I want to say Big thank you.
Smashing crew. So kind. Really went out of their way to support me
I couldn't fault the people involved. Very clear & politely spoken. Also helpful with my mother who was the patient
Doing a really good job despite all the pressure the service faces.
didn't wait very long for ambulance to arrive the whole experience was very professional which put my mind at ease.
The crew were lovely and put me at ease
Came in time stated, and very caring, friendly crew. Helped mam every "inch of way".
Nothing was a problem got my wife to hospital probably saved her life
The 3 paramedics were exceptional in their job of treating me and talking to me throughout.
arrived within 15 minutes
Everyone I spoke to and who tended to my daughter were amazing, professional, caring, attentive, I was kept advised of the waiting times and they rang me back a couple of times too which was brilliant. Considering the strain ambulance staff must be under I was extremely grateful for their care and attention at such a difficult time. Thank you.
They cane as quickly as they could and were very good with me their service is 100% I felt cared for and in safe hands lovely people helped me in every way. Respect to our NHS and all services
Quick to respond well looked after professional in what they were doing
Was very happy the way I was treated
The paramedics were excellent and very professional. Put me at ease. Since I was in distress.
I told them I am allergic to tablet, and they didn't register, nurse trying to give me something I am allergic
Everyone we came into contact with on the phone or in person were absolutely brilliant with both myself and my daughter



Two hours for the ambulance to arrive
Here within 1hr I was in a lot of pain they soon gave me pain relief and moved me with care
In the last month, I have had to call for an ambulance on 2 occasions. Each time the paramedics were extremely considerate, listen & acted appropriately to the information given! On the 1st call out, I had silent pneumonia & the 2nd fluid around the heart!
Because they done an amazing job
Very efficient and prompt.
The crew were great with my dad and got him to hospital quickly
Clear and concise on the phone, paramedics were fantastic with my old uncle, put him at ease and made him feel comfortable before attempting to move him
Wonderful service and gentle caring people
The actual paramedics were brilliant, very helpful, understanding and very kind. The only issue is the waiting time for the paramedics to arrive. The government is not doing enough to reduce these waiting times and take more pressure off the staff of NHS.
Listen to problems and patient with in 10 mins had patient stable and help save his life. Could not fault them
Operator asked relevant questions in order to judge urgency. Ambulance arrived promptly and paramedics were very efficient. Mum was treated with utmost care and respect.
From first phone call very supportive rang back to check and let us know how long ambulance would be, then ambulance staff were brilliant ***** and his team were very caring and considerate
Attentive support
Because it was as good as it possibly could be. Things are much restricted due to finance now
Call took approximately 4 mins to speak to someone and nearly 2 hours for ambulance to arrive if it had been life threatening it would of been to late
A first responder arrived fairly quickly but the wait for the ambulance was deplorable.
I have had some lovely people look after and literally save my life I can't thank them enough. But unfortunately, I have had a few that haven't been very nice but thankfully not very often
Very quick response and excellent care given at home by paramedics
Today I had call 999 for my father who had collapsed. The crew were amazing, and I would like to thank them
(Note: After dialling 999 I was treated at the scene by both a paramedic in his own vehicle and then also by an ambulance crew but was not taken to hospital) Both the paramedic who arrived in his own vehicle and the crew of an emergency ambulance who arrived shortly afterwards were hugely professional, caring and reassuring. The North East Ambulance Service should be very proud of the work of all of its staff in what are still very challenging times. I could not be more grateful to them.
Arrived quickly, were really attentive and made us feel less anxious.
They were very patient with me and listened to what I said.
I awoke in early hours of the morning in excruciating pain and struggling to breathe so I rang for an ambulance at 1.50am, the ambulance didn't arrive until 6.30am Which I was very disappointed with, I must say the crew were very attentive so can't fault them but to be left to long on my own in so much pain, this is my complaint, *****
Time could be better but that aside as I know there are problems. Care was excellent from crew.
Quick response Lost a better score because one of the paramedics was patronising
I had a 13 year old child, laid on a school field, with a broken leg and it took 3 hrs for a crew to arrive. I understand that you are busy... I said 'good' because When I rang a second time for an update and to see how long you would be I was told to get off the line until we had waited for a minimum of 4 hours - the lady was very rude and curt.
Helpful, I was little distressed on the phone
Paramedic had no empathy at all
we waited 4.5 hours for an ambulance to arrive



I feel the service we received was brilliant. I feel the services does it get enough feedback for what they do they do amazing job helping the person and their families. I felt that my mam was treated So well the ambulance crew were kind and compassionate. Even when waiting to get a bed in the hospital. They ensured my mam was comfortable and warm ensuring her safety was paramount. I must say they looked after myself Making sure I was ok getting me a seat. Thank you so much
Fast response very professional friendly. And cooperative. All in all, a valuable and excellent service. Very efficient and very happy with the service I got
Staff were very good and knew what they were doing. They apologised for the long delay but immediately got on with what was necessary.
The team were absolutely 1st class in their service and help and efficiency in getting me to North tees hospital. I can't thank them enough.
Arrived within 15 minutes and paramedics were fantastic
I told them that my mam was dying with no further explanation. As it happens, she has died. They treat me and my mam with respect they were great with her and said all the right things and explained everything as I was happening.
The Ambulance Personnel were very good to me
The ambulance arrived after 20 minutes. The 2 crew members were absolutely wonderful! They were knowledgeable, efficient, supportive and very kind They explained procedures and gave advice. I love the NHS! It's the best thing about this country and we need to do everything in our power to support it and the work that all who work in it do with such good humour and kindness.
Took 90 mins to arrive and another 2 hours wait in a queue at the hospital. The paramedics were excellent though
Quick efficient service
The service was very fast, and the people were excellent.
Very caring and efficient, communicated well keeping us informed all the time.
The ambulance arrived quickly, the call handler was quick and efficient- they understood the situation I was in
Ambulance arrived pretty quickly, and the paramedics were superb
Because it took 3 and a half hours even though the ambulance service rang me and said that I was priority
Very efficient in my fathers care
Quick response and amazing care.
Ambulance service was really good came quick and were listened to what was wrong and were friendly took there time to get dad off the floor as he was in so much pain with his hip
The ambulance crew were very attentive to myself regarding my issues. They all listened and helped me in any way they could. 5 star service and I'm now, because of them, on track to recovery
Excellent service, very caring kept me up to date with everything they were doing & treat my brother with compassion
Very efficient and quick as if they hadn't, I would not be alive today.
Paramedics were fantastic and made me feel at ease, considering my blood pressure was sky high. Brilliant service
Operator was very helpful and kept us update on when ambulance would be coming and ring to check how my husband was Paramedics were brilliant
Fantastic help on telephone and on arrival here. Kind, caring and compassionate
The crew responded very quickly and were very professional and understanding as my friend has dementia and she received excellent care
Speedy response to 999 call. Very professional yet friendly at the same time.
The ambulance came within a reasonable time however the operator was rude and would not listen to the information given nor would she allow me to ensure I could give her the information clearly whilst ensuring the individual I was calling in behalf of was calm
Staff were friendly and helpful and acted very professionally
Responded very quickly and arrived within half an hour.



Prompt & professional
Being in a distressed state to ring 999 I was on hold to get through to NEAS. Once through and assessed I was informed someone would be with me between 90 - 120 minutes. I was suffering from bad chest pains and Liverpool alone - 61 years old. This got me more worried and stressed. Fortunately, a paramedic arrived in about 45 mins. She was excellent, assessed and treat me after she requested ambulance transfer to A&E. Ambulance arrived 90 mins later, they were also excellent and transferred me.
Arrived very quickly, friendly and professional,
Because the service was brilliant, the paramedics were very polite, and they took care of me.
The technicians were friendly caring reassuring and put me at ease when I was very scared. They were extremely competent. Excellent at their job
Excellent paramedics made me feel safe.
The paramedics were very attentive to the patient
My wife had a suspected TIA and waiting 2 hours for an ambulance which is disgusting as a stroke is a life-threatening illness
What can I say, they were just doing what they are paid to do
Very good at everything they had to do
Paramedic was here in 10 mins, very reassuring, calming and efficient. Kept me informed of everything he was doing and why.
Once the ambulance arrived the paramedics were very professional and helpful
The ambulance crew were very friendly and helpful
The ambulance drive come in while I had severe stomach ache and he said arrogantly you'll phone the ambulance service just for a Stomach ache
Ambulance arrived within 20 mins of call. Para medics quick to do observations and assist with my extreme discomfort
Quick response and very pleasant helpful staff
Very quick, caring, knowledgeable.
Very quick and helpful
Elderly family member had fallen
Long wait for an elderly gentleman who had been on the floor for over 13 hours.
Ambulance crew were excellent and went as far as phoning my wife to let her know of my safe arrival at A&E.
I got well look after
I was attended by well trained, polite staff who listened well and asked appropriate questions.
Swift and efficient treatment saved my life whilst having an episode of anaphylactic shock. Without a doubt I was dying and without their intervention I would not be here to write this review. Despite the seriousness of the situation, they remained calm and reassuring. They were so kind to me. I and my family can never thank them enough. They were wonderful. You are all wonderful to do this Hirt on shift.
Easy to use, friendly.
Initially took 5 minutes to get through to an operator during which time condition could have worsened dramatically. Attending paramedics were absolutely fantastic, can't thank them enough.
The ambulance came reasonably quickly. The Paramedics were very efficient and pleasant.
We called 999 as advised by Acute team two hours later we got a paramedic in a car she was fab but then advised further 4-6 hrs for patient transport
The crew responded in a very short time frame. My brother has a learning disability and he had chest pain. He previously has had a heart attack and was frightened. They listened and responded to his needs and mine as his key advocate
I phoned the ambulance for my husband as he had non Covid breathing problems. He was then diagnosed with cancer and died on 14.03.22 so I am filling this in using our experience.
The response Team was efficient.
The ambulance had seen better days
Staff were prompt, efficient and treat us with courtesy and respect.



First class. You were there when needed.
Because it was very good they were quick and very helpful.
Quick and efficient and very professional.
The ambulance arrived within 30 minutes and the crew were excellent.
Crew polite [unreadable] started examination immediately.
Helpful and professional.
Prompt response. Arrived in a few minutes. Paramedics efficient, polite & professional. Could not have done more.
The staff were caring, considerate and very respectful to a 98 year old lady.
I was well looked after very caring and good at their jobs.
Caring and proficient.
I gave my answer because the ambulance paramedics who attend were 1st class, and nothing was a bother to them. They were very professional and re-assuring and I thank them very much.
Good care and attention.
Prompt, efficient, pleasant, helpful, considerate.
I nearly died (via internal bleeding) because of staff at Blaydon walk-in. Was waiting over 2 hours because they said I should cancel 1st ambulance.
It took over 4 hours for the ambulance to reach me.
The operators dealing with my call were responsive, professional and polite.
Ambulance arrived within 10 minutes.
Attended by very good staff and their knowledge of condition.
I was very happy with the care I received.
A bit late but great people.
A very professional visit first by fast response car to carry out an assessment followed by an actual ambulance. The ambulance crew included a trainee paramedic who deserve a big pat on back as she led the care under the guidance of her mentor really well.
Everything was 100% efficient.
Prompt attendance. Correct diagnosis. Appropriate treatment.
Friendly, helpful, efficient.
Because the ambulance staff were so kind to me and respectful to me.
The service they provided was excellent! Thank you so much!
Because it wasn't long. Before we were attended too.
The treatment by the ambulance man, perfect could not have been better. Thank you.
Arrived quickly and were kind and efficient.
It was a while before we could get through, lines were busy.
Very quick, efficient, and helpful.
Very short - waiting time and very efficient.
Ambulance arrived very promptly - 15-20 minutes. Husband had not even got ready to stand outside.
The length of time waiting was a concern because of my age but overall good.
I had a long wait, but was kept informed of progress. When crew arrived they were very good.
Quick response, considerate crew, thorough, friendly, and helpful.
Crew were very caring and helpful.
Ambulance car staff excellent service and care. Ambulance vehicle staff excellent and caring.
We did not have to wait long, and the paramedics were very good.
Kindly and careful management as well as having a sense of humour.
The crew were very professional and talked you through everything they were doing.
Call answered quickly & dealt with professionally.
They were very professional and reassuring.



Because that's how it was very good.
Call handler very efficient. Ambulance crew very professional.
They were all very kind and helpful, and put us at ease.
Responded very quick and looked after me very well.
I felt patronised by the operator of 999. No more of the questions he asked. Just doing his job!
Was well looked after by the ambulance staff. They were kind and considerate.
We were pleased with the prompt service received by the paramedics & ambulance service.
Excellent service.
Quite a wait from 1st call.
Waiting time over 3 hrs.
Very quick & efficient.
Very professional.
The ambulance crew were very courteous and put me at ease.
Ambulance arrived at stated time.
Prompt & efficient. And made me feel looked after.
Due to response time.
Helped control my problem before going to hospital.
I was so well taken care of.
The service was professional, courteous, and provided promptly.
very my son was very ill x
Service was professional.
My call was answered immediately! By a calm professional operator who listened to my call and gave reassuring answers!
Fast, professional, caring response
Dealt with in a quick and confident manner by call handler
They were quick and efficient and put us at ease
prompt service, good care, good decision to take to hospital
Overall, the staff were very good my only concern was the time it took for the ambulance to arrive it was poor at 45 minutes for a heart problem
The call handler was fantastic and got us help as soon as they could. They were calm and spoke clearly and politely.
Cat2 response took 1 hour for crew to be assigned
Due to paramedics compassion and care being second to none
Fast response excellent professional service thanks so much.
I called the ambulance, but I left the scene after that.
From call handler to ambulance going to hospital amazing care given
Outstanding service, all three members of the crew, prompt service very friendly made me feel at total ease. Thank you for the excellent service
The 2 ladies who attended my call were excellent. They were very calming and reassuring and helped me feel safe while I was upset and in pain.
The crew were lovely, they reassured my 83 mum that she would be ok. They had lovely calm manner.
The call handler was concise and reassuring. The paramedics aboard the ambulance were friendly, informative, thorough and professional. I felt completely at ease and reassured that I was not wasting their time
The two paramedics were very friendly, efficient and reassuring.
I couldn't find fault with what I expected them to do
Mum had collapsed. U were very empathetic and totally professional
The ambulance arrived within 1/2 an hour and the two paramedics were excellent



It took a little longer than expected to arrive. Tests carried out carefully. Support given to get patient into ambulance. Her poor mobility wasn't taken into account.
The 2 ambulance drivers were very nice and helped my friend
Excellent fast service stated send within 2 hours they were there in less than an hour
Efficient call handling, clear instructions, prompt arrival of ambulance.
Always good service
Both paramedics were very good & helpful. They looked after me with great care
Phoned 999, it took 6 hours to come when my husband couldn't breathe and numerous calls made every few minutes due to him getting worse also absolutely disgusting waiting time especially for a category 1
On the initial call, I was advised that it could be up to one and a half hours before the ambulance would arrive. It actually came in approximately 20 minutes. The 2 staff were great.
A very over used and abused service. But as usual went above and beyond to give my mam the service she deserves 😊
Response was quicker than quoted
Ambulance arrived really quickly
The ambulance staff where amazing, a young man called ***** was exceptional
The attending medical staff very very professional, kind and patient with my mother, after her fall.
The paramedic were very kind and helpful they all do a fantastic job
The ambulance arrived too late and told me, who was injured and lying down, to get dressed and then we would examine. Everyone's type of cover is up to them. At that moment, I was injured and in pain. I was wearing a top and pants. He said go get dressed. And because my English was not good enough, they laughed at me and left. My knee was swollen, and I should have been taken to the hospital, but they did not do so. I called again and another ambulance came and took me away.
Because of 101% cared for me and made sure I was safe and talked to me all the way keeping me calm while I was in so much pain
They kept me calm and assured me that they would be there as quickly as possible and told me exactly what to do and that if I had to ring off for to get in touch with my family they would ring back which is exactly what they did I'm so grateful for what the ambulance service did for my mam and the NHS in general you's all do an amazing service for everyone. THANK YOU
Had problems with my heart took ambulance nearly 2 hours to get here
they calmed me down. Explained what was going to happen, got me into ambulance and told me what they needed to do and why. I was in panic mode, but they kept talking me through everything and made me feel safe and felt i was being cared for
Other than how long I had to wait for a priority 1 ambulance whilst severely bleeding out. The crew were fabulous they kept me calm and treated me with respect and dignity even though it was self-harm and I would love to thank them
Having to wait 5 hours for a transfer from one hospital to another not good at all when you are very ill
Pleased with the call helped every way possible
Very quick and paramedic was lovely
They came within 11 minutes. The 2 paramedics were fantastic
It is important to seek immediate help in critical situation. I had lots of support during 999 call
Crew knew me and had been before
Paramedics were excellent but was mix up with ambulance ordered by Gp.

Anything we could have done better?

Ambulance could of been quicker
It seemed to take too long to get the call handler to get through her script, asking what seemed to be inconsequential questions
Waiting time is the obvious one but I know that's a funding issue as opposed to anything that you're doing wrong.



Can't think of anything
Waiting time to long
I'm aware of the staff shortages and other difficulties but it would be nice if quicker attendance at was possible.
It was all down to the one paramedic, maybe he could do with extra training on how to talk to anxious and frightened patients.
Ambulance could have been less bumpy but know there's nothing you can do about that
Came on high priority
Time of arrival.
Been more pleasant and understanding
Maybe don't ask if he can write when lying on the floor with a head cut and bleeding
Been more flexible with how I was trying to describe the amount of blood there was.
If someone says they can't walk or step-up listen!!
Got here sooner
in my opinion you need to give your colleges some training on how to speak to people as i said he's attitude towards myself and the client wasn't very nice he didn't want to take the lady in and that lady still in hospital now
Got there quicker
Not paramedics fault but they took over an hour to arrive.
Little faster but understand stretched resources and busy.
Just faster response
Arrive quickly
I know it is difficult, but an estimated time of arrival would have been useful.
Made the sticky pads for the heart monitor the same as they use in the hospital, half the cost.
Would appear to be a shortage of ambulances. It would help if the service was increased to meet demand. It is not right that they apologise for the delay on arrival
As my dad have dementia and he is poorly we want to keep him in the house unless something serious we noticed Last 5 weeks he been to hospital 3 time via 999 But 3rd time phone operator was been awkward We understand NHS pressured and we don't call ambulance for nothing Dad was out of breath and they was just not much helpful
Not made you feel uncomfortable in your own home. Listen to what the patient is saying and stop thinking you know it all.
Estimated time when emergency 60 minutes not acceptable
I know it has to be done but you have to answer a dozen of questions first. Not always easy to respond easily when under the pressure trying to help a person in need.
Hopefully you get more staff soon, so times are quicker. Everything else is class
Got there sooner.
A question about my father's DNAR I felt was unnecessary given the circumstances and nature of my call.
Nicer staff
Again, waiting times. I understand that waiting times are not the fault of the NHS staff, they do their very best to provide help as soon as they possibly can. The government needs to provide far more support to reduce these waiting times.
To many questions
I think sending an ambulance rather than a car would have been better but again I understand the reasons why the car came
Answered call quicker and arrival time
Been faster sorry to say this I understand it's not your fault due to the pressure all nhs staff are under



Speed up ambulance response times
Quicker.
Listened to me when I said my dad could not walk. Instead, she forced him to get up despite him being clearly unwell and unable to lift his feet
We should have had a car sent at the very least... The young lady was laid outside, in awful weather, in agony and should have been given a higher priority...
Ambulance drivers having to wait hours in a&e with patients which keeps them off the road and makes a shortage with long waits maybe other staff to take over from ambulance staff once arrive at the hospital
Been quicker waited over 6 hours
At the hospital I was left in a wheelchair in the waiting room area and not seen for a long time. Maybe not part of their job?
Better response and wait times. Area covered too vast
Take a shorter time getting to me it took over 1hour considering I was having a heart attack
Too much Questions
The operator could have listened and stopped asking the same questions in a different manner over and over again after being given an answer. To stay calm and allow the caller to manage the situation to gather information
The ambulance has terrible suspension as to be uncomfortable
Bearing in mind I live alone, was suffering signs of heart attack/stroke at a high-risk age group. Please get here quicker. I thought I could be unconscious or beyond help in 2 hours! (120 minutes)
Pay them what they are worth!!! They are angels as are all emergency and nhs staff
Listened to the senior carer more who was trying to explain the lady's normal behaviour
Improve call out time especially for life threatening emergency
Don't think there is anything, I was very impressed with the treatment I received from the paramedic who also took me to hospital in his car.
Got there sooner!! Estimated arrival time of over an hour for "an emergency " is shocking to say the least
More training on their attitude as a good lot of paramedics that I have delt with have a bad attitude towards The patient
Everything done was carried out with straightforward explanation and reassurance.
Give a proper. explanation of what time to expect response
Been a bit more prompt
Link it up we asked for 999 due to father having no mobility
Speed of response.
I dialled 111 not wait as long for support.
Given the current pressures you're under I don't think you could have done better even it was not the highest-level emergency.
Arrive quicker but we fully understand the situation with Covid etc that causes it.
Maybe employ more staff. But given the last 2 years we understand. Thank you.
Turn up quicker.
More ambulances and staff. (I know that is a difficult request.)
Arrive within the 8 minutes guideline for heart attacks 45 minutes to a cardiac incident could have been my husband dead on the floor
Increase staff numbers
Have this response time and service all the time
When visiting people's property, I think they should wear covers on their boots. To protects people's carpets



Assessment of patient needs.ie... mental health and mobility. Bed had to be left outside for patient to get on outside as they brought it to the door but impossible to bring in or out. More thought needed.

Yes be more clear about catchment areas you live in when going to hospital

Been there in 5 mins

Not worried me by saying it could be one and a half hours to arrival. Response times overall need to be better, but I know this is a national problem.

Quicker response and not dump patient in a & e.

Got 🚑 quickly the ambulance staff are very good only problem was the wait in a corridor in pain

Faster service