

999 (Unscheduled Care) See and Treat Quarter 4, 2021/22



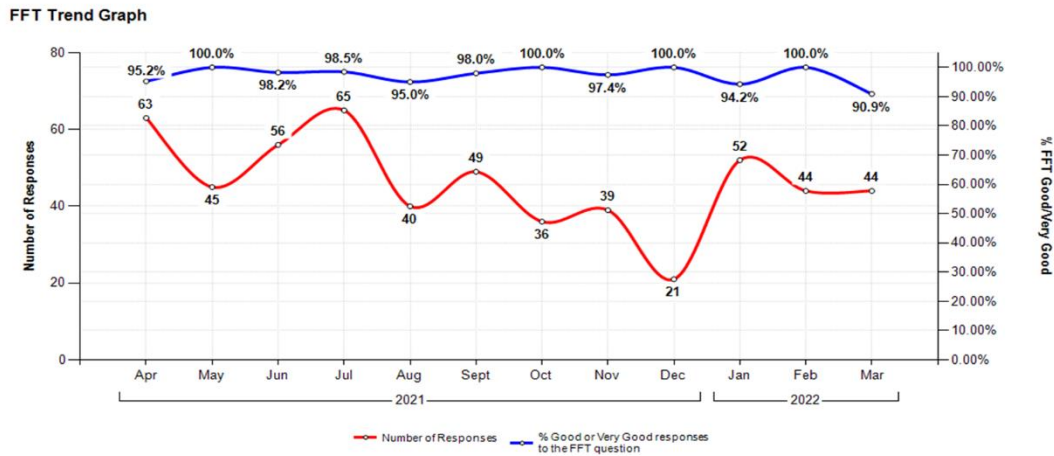
Patient Survey Summary

Responses: 140

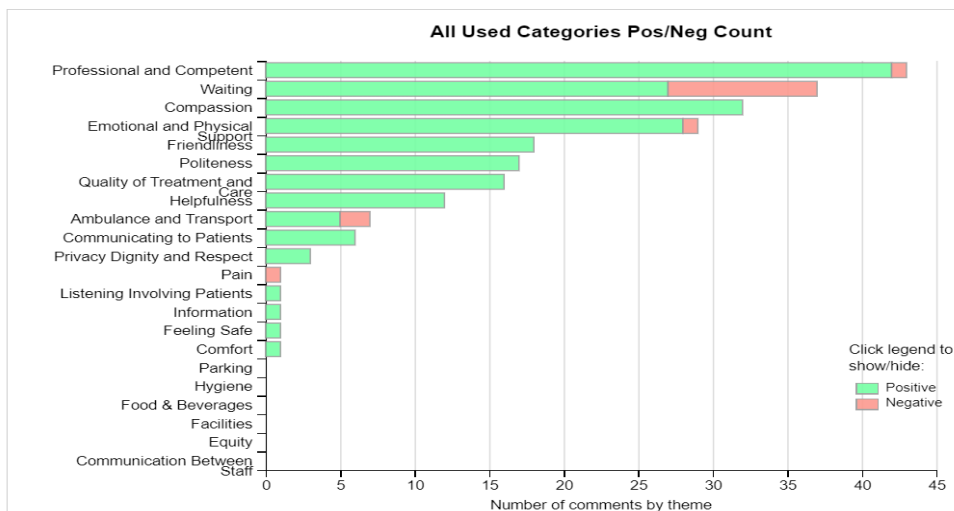
- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

Questions	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Trend	Annual Trend
Thinking of the 999 service we provide. Overall how was your experience of the service?	100.0	97.6	97.4	99.0	95.0	○	○

Survey trend graph



Sentiment Analysis



Executive Summary

Three questions are asked in the See and Treat survey, two are free text and one is a scored FFT question.

The number of responses for Q4 is 140. This is lower than other surveys due to the methodology. Responses have increased by 32 compared to the previous quarter.

A direct year on year comparison shows the score has declined from 100% in Q4 2020/21 to 95% in this quarter.

Quarterly analysis

The FFT very good/good score is 95%, a decrease of 4% on the previous quarter.

The three positive sentiment analysis themes were:

- Professional and competent
- Compassion
- Emotional and physical support.

The main negative sentiment analysis themes were:

- Waiting
- Emotional and physical support
- Professional and competent

Demographic Analysis

The number of respondents for some groups are low and not representative of the community, these include under 25s (2 responses, 1.4%), 25-44 (2 responses, 2.9%), ethnic minority background (3 responses, 2.1%), white other (2 responses, 1.4%), non-Christian (1 response (0.7%) and LGB- (1 response, 0.7%). As such, it was not possible to include these categories within the analysis.

The main question asked was “Thinking of the 999 service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (95.0%, -4.1% from last quarter).

- **Gender** – 40.7% of respondents were men and 57.1% were women. There is no significant difference in responses based on gender. This was also true during the last quarter.
- **Age** – Under 25s represented 1.4% of respondents, 25-44 represented 2.9%, 45-64 represented 12.1%, 65-84 represented 55.7% and 85+ 25.7%. Data for under 25s and 25-44 were too low to be included within the analysis. Respondents aged 45-64 had the lowest positive responses (88.2%, compared with an average of 95.0%). This is a slight change from last quarter where there was no significant response based on age.
- **Ethnicity** – 2.1% of respondents identified as having an ethnic minority background, 1.4% as white other and 94.3% as white British. Data for ethnic minority backgrounds and white other is too low to provide any analysis. This was also true during the last quarter.

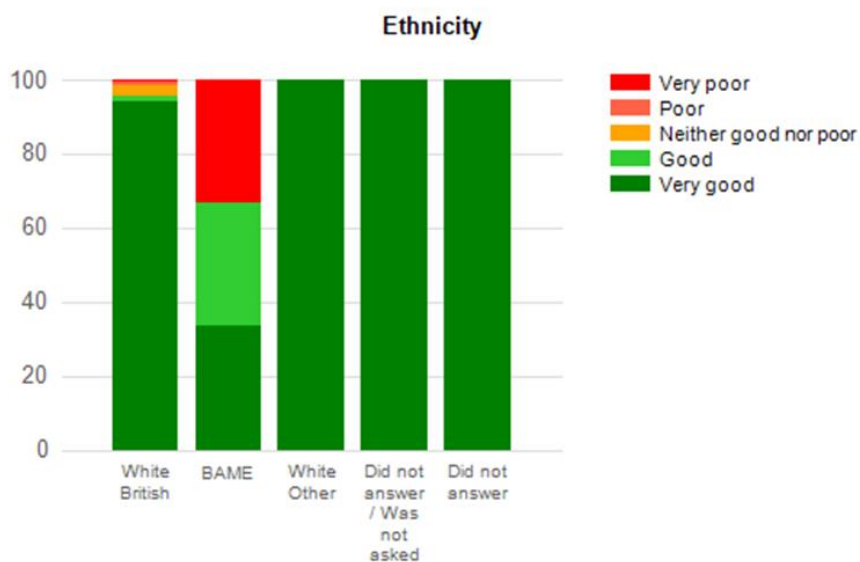
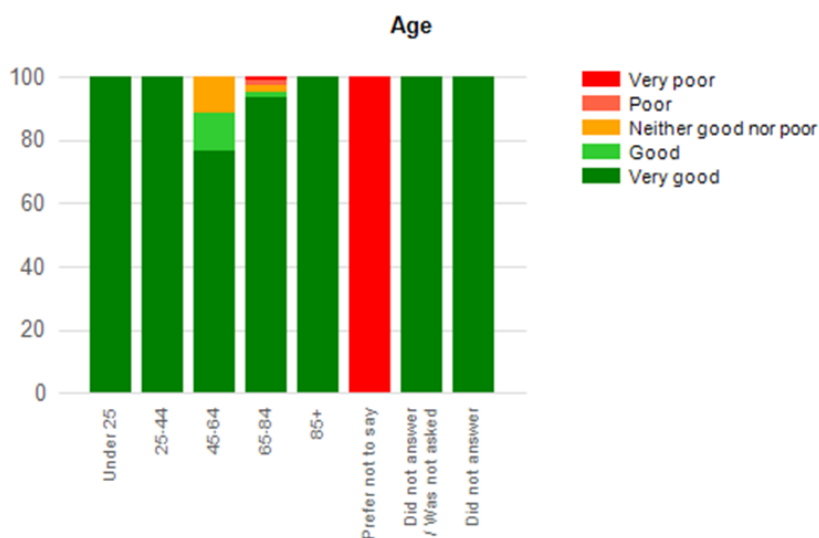
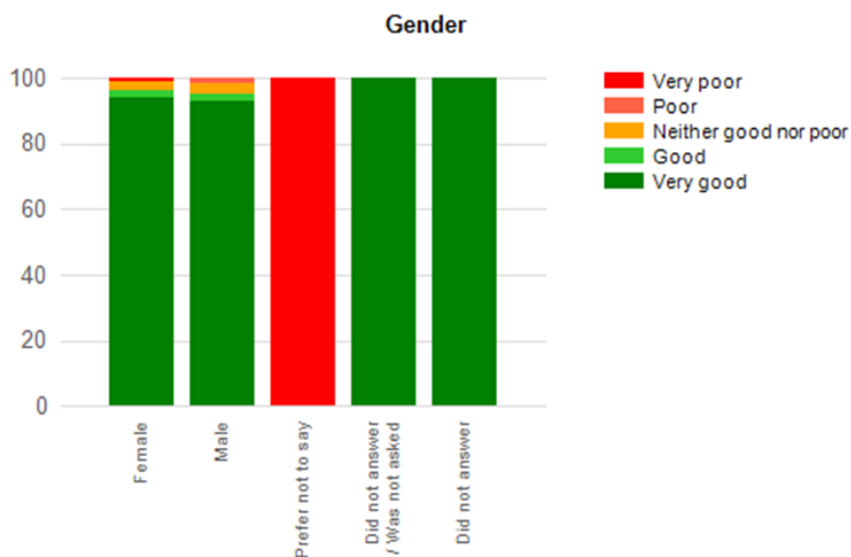
- **Disability** – 62.1% of respondents identified as disabled and 30.7% identified as non-disabled. There is no significant difference in responses based on disability. This is an improvement from the last quarter where people identifying as non-disabled had the lowest “positive” responses.
- **Faith** – 76.4% of respondents identified as Christian, 13.6% atheist/no faith and 0.7% non-Christian faiths. Data for non-Christians was too low to be included within the analysis. There is no significant difference in responses based on faith, which is in line with last quarter.
- **Sexual Orientation** – 0.7% of respondents identified as LGB and 85.7% identified as heterosexual. As such, data is too low to provide any analysis.

Demographic Breakdown Quarter 4 2021/22

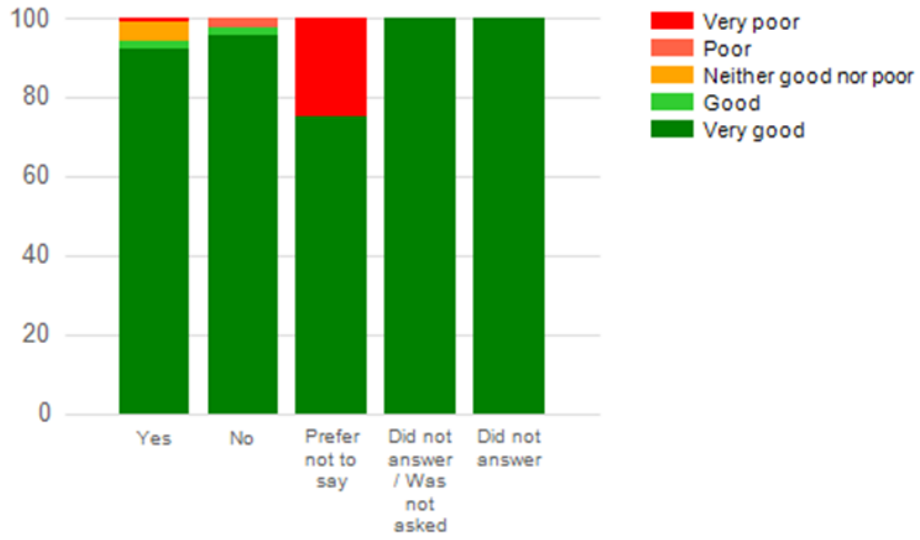
Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the 999 service we provide. Overall how was your experience of the service?	Positive	95.0%	94.7%	96.3%	100.0%	100.0%	88.2%	94.9%	100.0%	66.7%	95.5%	100.0%	94.3%	97.7%	89.5%	98.1%	100.0%	96.7%	100.0%
	Negative	2.1%	1.8%	1.3%	0.0%	0.0%	0.0%	2.6%	0.0%	33.3%	1.5%	0.0%	1.1%	2.3%	0.0%	1.9%	0.0%	1.7%	0.0%
	Total	140	57	80	2	4	17	78	36	3	132	2	87	43	19	107	1	120	1
What is your age?	Under 16	0.7%	0.0%	1.3%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	16-24	0.7%	1.7%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	2.3%	5.3%	0.0%	0.0%	0.8%	0.0%
	25-44	2.9%	1.7%	3.8%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.3%	50.0%	1.1%	6.8%	5.3%	1.9%	100.0%	2.5%	0.0%
	45-64	12.2%	6.9%	16.3%	0.0%	0.0%	100.0%	0.0%	0.0%	33.3%	12.0%	0.0%	11.5%	13.6%	15.8%	10.2%	0.0%	10.7%	100.0%
	65-84	56.8%	62.1%	53.8%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	57.9%	50.0%	54.0%	68.2%	42.1%	63.0%	0.0%	59.5%	0.0%
	85+	25.9%	27.6%	25.0%	0.0%	0.0%	0.0%	0.0%	100.0%	33.3%	26.3%	0.0%	33.3%	9.1%	31.6%	25.0%	0.0%	26.4%	0.0%
	Prefer not to say	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	139	58	80	2	4	17	79	36	3	133	2	87	44	19	108	1	121	1
How would you describe your gender	Female	57.6%	0.0%	100.0%	50.0%	75.0%	76.5%	54.4%	55.6%	66.7%	56.4%	100.0%	57.5%	61.4%	26.3%	61.1%	100.0%	56.2%	100.0%
	Male	41.7%	100.0%	0.0%	50.0%	25.0%	23.5%	45.6%	44.4%	0.0%	43.6%	0.0%	42.5%	38.6%	73.7%	38.9%	0.0%	43.8%	0.0%
	Prefer not to say	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	139	58	80	2	4	17	79	36	3	133	2	87	44	19	108	1	121	1
What is your ethnic group?	White British	96.4%	100.0%	94.9%	100.0%	75.0%	94.1%	98.7%	97.2%	0.0%	100.0%	0.0%	97.7%	95.3%	100.0%	99.1%	0.0%	97.5%	100.0%
	Asian or Asian British	0.7%	0.0%	1.3%	0.0%	0.0%	5.9%	0.0%	0.0%	33.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	1.4%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	2.8%	66.7%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
	White Other	1.4%	0.0%	2.5%	0.0%	25.0%	0.0%	1.3%	0.0%	0.0%	0.0%	100.0%	0.0%	4.7%	0.0%	0.9%	100.0%	1.7%	0.0%

	Total	138	58	79	2	4	17	78	36	3	133	2	87	43	19	108	1	121	1
How would you describe your religion or belief?	Christian	79.4%	72.4%	85.7%	0.0%	50.0%	64.7%	88.3%	77.1%	0.0%	81.7%	50.0%	80.0%	86.0%	0.0%	100.0%	0.0%	84.9%	0.0%
	Muslim	0.7%	0.0%	1.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	2.3%	0.0%	0.0%	100.0%	0.8%	0.0%
	No religion or belief	14.0%	24.1%	6.5%	50.0%	25.0%	17.6%	10.4%	17.1%	0.0%	14.5%	0.0%	12.9%	11.6%	100.0%	0.0%	0.0%	12.6%	100.0%
	Prefer not to say	5.9%	3.4%	6.5%	50.0%	0.0%	17.6%	1.3%	5.7%	100.0%	3.8%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%
	Total	136	58	77	2	4	17	77	35	3	131	2	85	43	19	108	1	119	1
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	64.4%	68.5%	62.5%	0.0%	25.0%	58.8%	61.0%	85.3%	66.7%	65.9%	0.0%	100.0%	0.0%	64.7%	64.2%	0.0%	65.8%	0.0%
	No	32.6%	31.5%	33.8%	50.0%	75.0%	35.3%	39.0%	11.8%	0.0%	31.8%	100.0%	0.0%	100.0%	29.4%	34.9%	100.0%	33.3%	0.0%
	Prefer not to say	3.0%	0.0%	3.8%	50.0%	0.0%	5.9%	0.0%	2.9%	33.3%	2.3%	0.0%	0.0%	0.0%	5.9%	0.9%	0.0%	0.9%	100.0%
	Total	135	54	80	2	4	17	77	34	3	129	2	87	44	17	106	1	117	1
How would you describe how you think of your sexual orientation?	Heterosexual or straight	91.0%	94.6%	89.5%	50.0%	75.0%	76.5%	97.3%	91.4%	33.3%	92.2%	100.0%	91.7%	95.1%	83.3%	97.1%	100.0%	100.0%	0.0%
	Gay or lesbian	0.8%	0.0%	1.3%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	100.0%
	Other	1.5%	0.0%	2.6%	0.0%	0.0%	5.9%	0.0%	2.9%	33.3%	0.8%	0.0%	2.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
	Don't know or not sure	0.8%	1.8%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	1.2%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	6.0%	3.6%	6.6%	50.0%	0.0%	11.8%	2.7%	5.7%	33.3%	5.5%	0.0%	4.8%	4.9%	5.6%	1.9%	0.0%	0.0%	0.0%
	Total	133	56	76	2	4	17	74	35	3	128	2	84	41	18	104	1	121	1
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	30.3%	27.3%	31.6%	50.0%	0.0%	23.5%	22.7%	51.5%	100.0%	28.6%	50.0%	34.5%	19.0%	23.5%	29.1%	0.0%	30.2%	0.0%
	Yes – Great someone may contact you	69.7%	72.7%	68.4%	50.0%	100.0%	76.5%	77.3%	48.5%	0.0%	71.4%	50.0%	65.5%	81.0%	76.5%	70.9%	100.0%	69.8%	100.0%
	Total	132	55	76	2	4	17	75	33	3	126	2	84	42	17	103	1	116	1

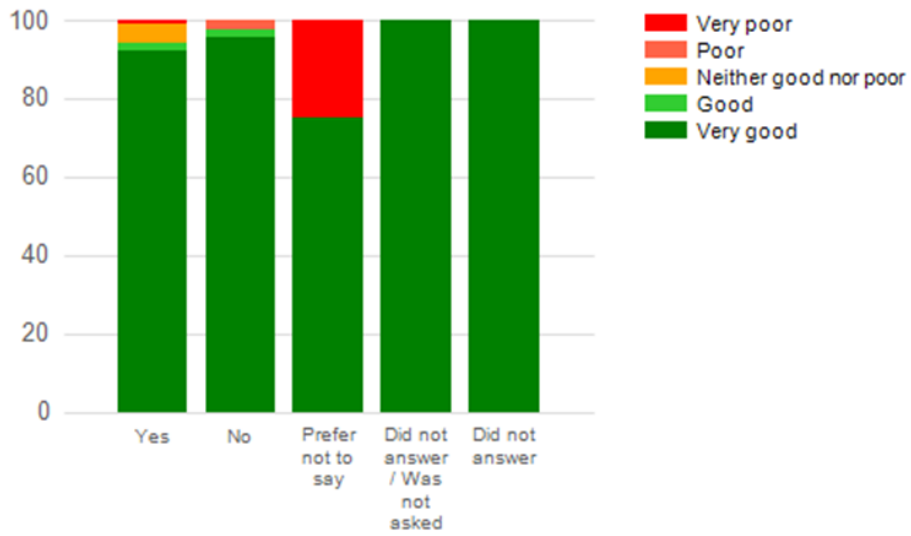
Friends and Family Test Demographic Breakdown Graphs



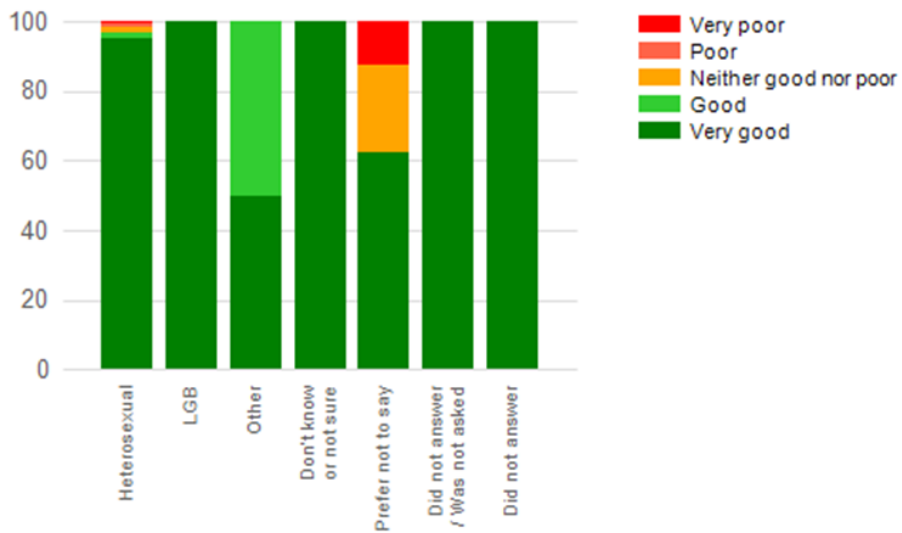
Disability



Disability



Sexual Orientation



Question 1: Thinking of the 999 service we provide. Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very good	130	92.9%
Good	3	2.1%
Neither good nor poor	4	2.9%
Poor	1	0.7%
Very poor	2	1.4%
Total	140	100%