

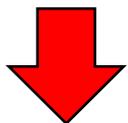


999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: June 2022



92.1%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Very efficient and thorough.

The 3 paramedics were brilliant and saved my life from terrible pain. Many thanks

Everything was done quickly and efficiently and put our worries at ease.

Negative free text comments

Waited 7 hours for ambulance

Number of responses

Print

38

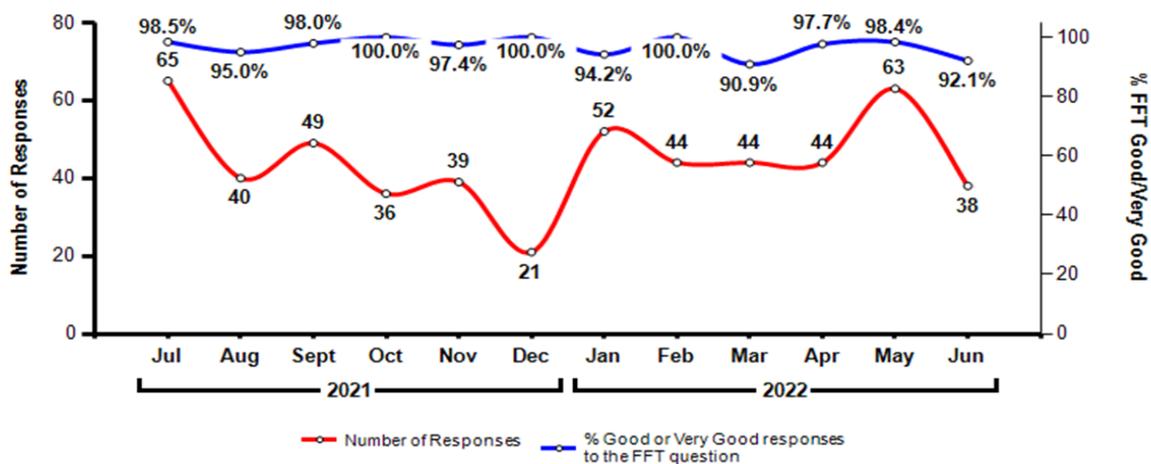
Total 38



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)	35	92.1%	-6.3
Very good	34	89.5%	-5.8
Good	1	2.6%	-0.5
Neither good nor poor	1	2.6%	+2.6
Poor	1	2.6%	+2.6
Very poor	0	0.0%	0
Don't Know	1	2.6%	+1

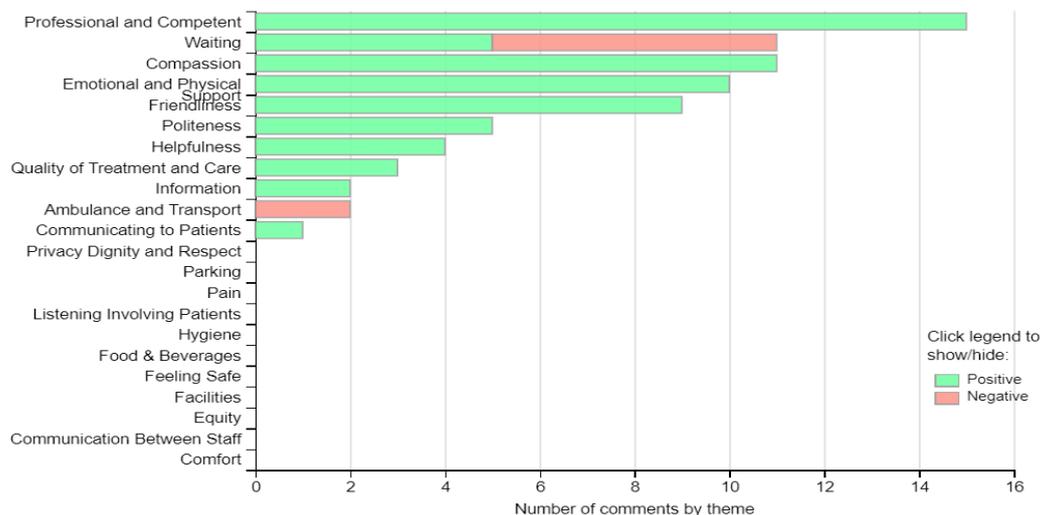
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

The service provided was very professional.
Prompt arrival - good treatment.
Ambulance response was good approx 20 minutes. The crew was excellent in the way they handled the situation - polite, cheerful and thoroughly competent.
You came via 111 I was surprised! Just wanted advice.
They were very good and helpful.
Was told I would be picked up in 20 minutes. . probably by taxi still waiting 4 hours later. Paramedics very good.
Live but I'm [unreadable]. Came within 15 minutes, checked me over. Very cheerful.
Everything was done quickly and efficiently and put our worries at ease.
I have no complaints with the service received from them.
Paramedics checked me over they were friendly and showed concern and reassured me.
Excellent staff very understanding about situation, advice given excellent.
Excellent service with a smile.
The crew were in my opinion extremely knowledgeable and took charge immediately, very calming and reassuring. Diagnosis was swift and professional.
Staff did their best.
Very efficient and thorough.
Paramedic was very helpful.
The 3 paramedics were brilliant and saved my life from terrible pain. Many thanks.
Even though we waited over 4 hours for ambulance the paramedics were brilliant. (Not a criticism about ambulance. It's what one expects now).
Very attentive. Polite friendly and explained what they were doing.
Excellent, friendly service. Caring and reassuring.
Very professional. Gave a lot of comfort and confidence. Gave a thorough examination without rushing. Fast response and did not make me feel guilty at calling them.
Waited 7 hours for ambulance.
The ambulance staff have been very kind.
I have had to call on your services twice this year and each time someone has been there within 20 minutes of calling for help.
[unreadable] crew everything was good well looked after all questions answered.
My mum has never called for medical help in her whole life. She says she felt so ill yet was only advised to see GP however it took 10 days to get an appointment by which time she had bilateral multiple PE's and one aggressive abdominal mass. Should be follow up by 111/999 to ensure she had been able to access GP.
Quick response to call.
Response time very good and paramedics thorough and pleasant at all times.
Staff were friendly, upbeat, caring, thorough, efficient, considerate, put you at ease and didn't hurry through the visit. A real asset to the service, everyone of them.



Phone operator was calm, clear and [unreadable] and calmed my over anxious wife. The two men who attended very promptly were kind, switched onto my low blood [unreadable] and very knowledgeable all [unreadable] Everyone was excellent! A big thank you from my wife and myself.

Quick, efficient, caring, friendly, empathetic.

Call centre handler was helpful and reassuring. Paramedics who attended the same.

Quick response, very pleasant paramedic crew explained all he did, reassuring and very professional.

*Expertly handled with courtesy and good humour. Pain relieved and good advice given, thus avoiding visit to hospital. Thank you. *

Extremely quick response as they were in area.

Because both persons are very good nicely checked my son.

The paramedics came in the house wearing face masks - they asked their questions calmly - took tests without alarming me talked the situation over with me phoned my surgery before decision made - happy me....

What could we have done better?

Reduce waiting time - 2 hours wait (we were advised of the waiting time).

Time.

Time is long waiting, waiting time is long.