

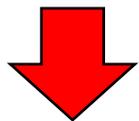


999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: June 2022



89.4%

Very good or good overall experience of the service

Free text comments

Free text comments	
Positive free text comments	Ambulance crew were great. Put you at ease straight away.
	Quick arrival, Great care and attention, Thorough
	Paramedics brilliant very helpful made myself feel so at ease 10/10
Negative free text comments	The condition is a repeat one and we 'waste' time at the start of the call going over info provided several times previously. System doesn't store previous calls?
	My 80 year old mother had to wait for 3 hours with a broken hip in a very busy car park and I was told she was a priority
	It took over 2 hours for the ambulance to come for my husband, who took ill in a car park

Number of responses

Online	31	Total: 471
Print	65	
Text	375	

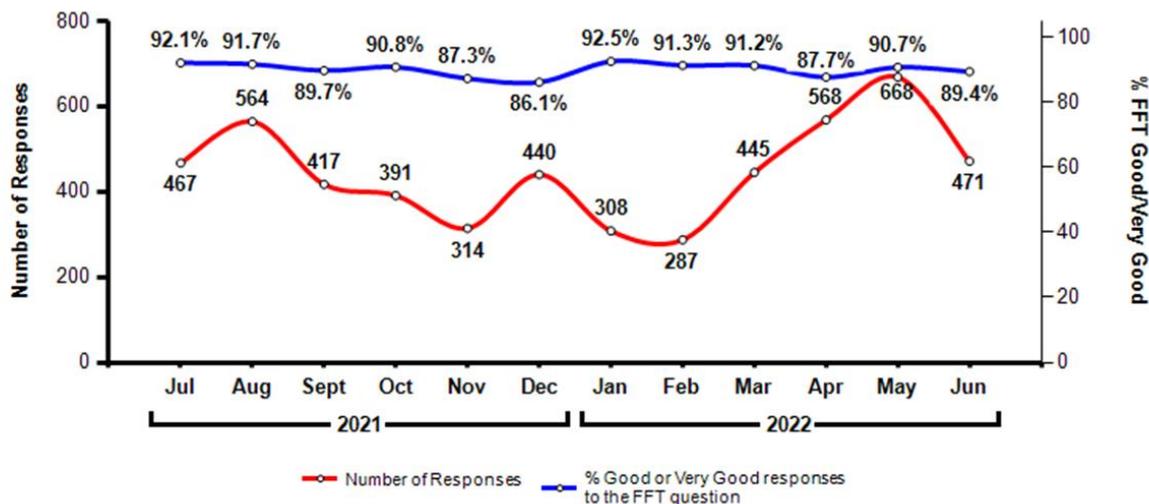


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	421	89.4%	-1.3
Very good	326	69.2%	-4.4
Good	95	20.2%	+3.1
Neither good nor poor	19	4.0%	+0.4
Poor	11	2.3%	+0.2
Very poor	20	4.2%	+1
Don't Know	0	0.0%	-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.

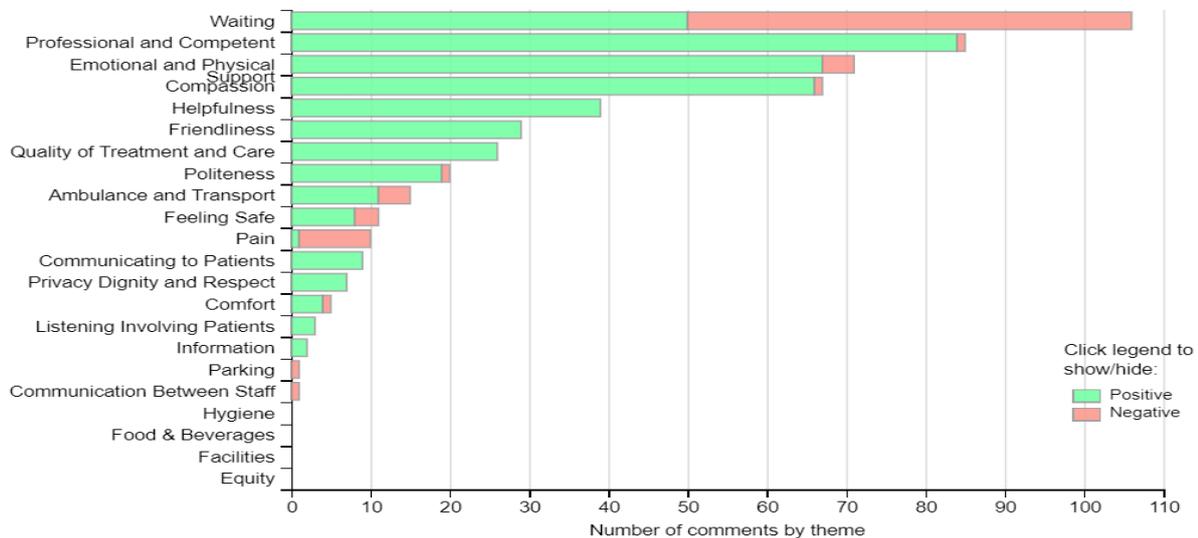
Survey trend graph

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	89.4%	6.6%	471	326	95	19	11	20	0
NHS County Durham	89.0%	7.6%	118	71	34	4	5	4	0
NHS Newcastle Gateshead	92.3%	3.8%	26	17	7	1	0	1	0
NHS North Tyneside	100.0%	0.0%	21	17	4	0	0	0	0
NHS Northumberland	90.1%	4.2%	71	54	10	4	0	3	0
NHS South Tyneside	89.5%	10.5%	19	12	5	0	1	1	0
NHS Sunderland	88.6%	11.4%	35	26	5	0	3	1	0
NHS Tees Valley	88.5%	7.7%	52	38	8	2	1	3	0
No CCG	87.6%	6.2%	129	91	22	8	1	7	0

Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	89.4%	6.6%	471	326	95	19	11	20	0
Alnwick	91.8%	2.0%	49	37	8	3	0	1	0
Backworth	100.0%	0.0%	10	8	2	0	0	0	0
Bishop	89.0%	7.3%	82	47	26	3	3	3	0
Blucher	100.0%	0.0%	15	13	2	0	0	0	0
Coulby	91.9%	5.4%	37	29	5	1	0	2	0
Cramlington	85.0%	10.0%	40	26	8	2	1	3	0
Hartlepool	0	0	0	0	0	0	0	0	0
Lanchester	87.8%	9.8%	41	27	9	1	2	2	0
Monkton	90.9%	9.1%	33	23	7	0	2	1	0
No Cluster	87.6%	6.2%	129	91	22	8	1	7	0
Pallion	95.0%	5.0%	20	16	3	0	1	0	0
Stockton	80.0%	13.3%	15	9	3	1	1	1	0



Free text comments

Due to a change in patient condition, a prompt change to an emergency ambulance was directed. A first responder ambulance (car) attended within minutes.
After a change in condition of patient, call upgraded to emergency ambulance. A first responder ambulance (car) arrived in minutes.
Fast response, staff we're kind and caring in a difficult situation. Stepped in when things looked dangerous. Crew **** of the ambulance attended me and they were wonderful!
Perfect in what they did.
Polite & caring Efficient & they arrived quickly
The operator who took the call was polite and efficient. I couldn't praise ***** the first responder highly enough she was simply lovely and very good and thorough too. The second ambulance people who came were also lovely and patient. They all recognised they were dealing with an elderly patient and were polite and treated him with dignity and as a human being
We didn't wait long for the arrival of the ambulance and The ambulance crew were so nice and friendly and funny trying to put us at ease. They explained everything they were doing and why. The handover at the hospital was very smooth. Absolutely fantastic people. Best in the world in my opinion.
The staff were friendly, professional and reassuring. They kept me informed at all times what was happening.
No problem talking and explaining
Quick, efficient, calm and professional service
Understanding, patience and kindness from all staff concerned
Responded quickly and assessed the situation and acted promptly
First rate service in an emergency situation. Their care was exceptional.
Quick arrival Great care and attention Thorough Gave us the choice of going to hospital or not
I didn't need the ambulance it was for my wife. Excellent service as I went to the hospital with her.
Medics exceptional.
When the ambulance eventually arrived the team were great main issue was the time waiting for it to arrive
Prompt response - please t and efficient ambulance staff
The paramedics were very nice and helpful with my daughter Thankyou
Very good communication and friendly
Almost lost my wife. Waiting for ambulance she was getting worse. I ended up taking her by car. Luckily she survived a ruptured appendix and poisoning of her system. Was told if i hadn't got her to hospital and waited i could of lost her.
Lovely paramedics nothing but helpful. Understanding and very caring
The ambulance arrived quickly and the staff were very professional and personable.
999 call stated it would take about 1 hour to get to the destination, but fortunately there was an ambulance in the area and it was at the house within 10 minutes
Appeared to be put 'on hold' before being transferred to the operator
Phoned and told could be waiting up to an hour but ambulance arrived within 15 minutes.
Service was good, and the paramedics were great. However we waited an hour even as a priority patient.
The team were amazing with my daughter. Very polite and soft spoken to help put her at ease knowing they were here to help her. Outstanding
The staff were very good, attentive and caring
My friend rung 999 as I was unable to make sense due to horrendous back pain spasms. They did all they could to control pain but ended up having to go to a&e
We were told the ambulance would be with us in an hour I think it was about 1hr 30-45 however appreciate it was late sat/early hours sun a busy time
Speed of arrival as were advised by 999 call operator arrival time could be long wait
the staff were very good



Call handler excellent. I was ringing on behalf of someone else who I had concerns about. They contacted the person and then reported back to me. Call handler had requested ambulance. On my arrival at the persons house. It was the attitude of the paramedics that I felt left a lot to be desired.
The ambulance was there in 40 minutes the two paramedics were excellent
They were fantastic with my little boy
Call well handled and ambulance on site within 15 minutes
Done the job
Very friendly and treat my mam with respect and was very patient with her .
Brilliant service so nice helped me feel mor comfortable and less scared
Person that was waiting on cold outside over 50 mins
Took nearly 4 hours for a highest priority ambulance to reach us. The lady suffers from multiple sclerosis and lymphoedema and was left with a badly broken ankle on the cold concrete pavement for nearly 4 hours
My 86 year old neighbour fell in her garage, had bone sticking out of the top of her nose and a head injury that bled through 2 bath towels and my trousers and it took the ambulance nearly 2 hours to arrive even though it was classed as priority.
Very helpful and kind
Answer was immediate and person was respectful
Paramedics brilliant very helpful made myself feel so at ease 10/10
Arrived quickly and very professional and polite
Professional and amazing.
Call was answered very quickly call handler was very helpful and was told ambulance would arrive within 60-90 minutes but it arrived in about 45minutes
The crew were fantastic. Absolutely brilliant. So good with my father.
Excellent patient care and compassion, very patient with my 3 year old who was a bit shy to start off with.
The ambulance crew were very attentive and showed warmth and competence. Their checks were thorough and they were kind and considerate in their manner. They gave an excellent level of care.
Your operator was calm and collected which helped me stay calm
Very polite gentlemen nothing was too much for them got dad back home safely
The service was very professional. Said the ambulance would be here within the hour which it was, I was checked and it was decided to she be to hospital not a blue light thankfully
Looked after by ambulance crew
Because the paramedics were marvellous and hospital staff were excellent
The ambulance arrived in approximately 10 minutes after calling. The paramedics were so friendly and put me at my ease
Speedy excellent service, was kept up to date by friendly staff
The ladies were very competent, and I know they are busy all the time
I called re my 76 year old neighbour as he could not get out of bed. I have a key so found him in bed with his oxygen. He had not been taking his tablets and is unable to look after himself. An ambulance car arrived in a very quick time and then an ambulance soon after. He is still in hospital but I can only give all the staff involved 1000% of praise. Very friendly and professional, as you all are.
At first we were told a wait of 5 hours however after a deterioration an ambulance came straight away
They were very prompt, efficient and professional 👍
Prompt arrival of the crew, helpful and friendly phone operator.
I found the two attendants very efficient, polite and caring thank you NHS Ambulance service in dealing with my husband thank you
takes quite some time to arrive at scene
6 hour wait for ambulance
Rapid response to the call attended by 2 excellent professional paramedics
Prompt attendance. Professionalism of the crew.
From first call to 999 to the service when the crew arrived was fantastic



I waited for around four hours for an ambulance to arrive while in great pain, later discovering, only on returning to a different hospital five days after the incident, that the initial diagnosis that I was whiplashed but otherwise would recover was incorrect. I had in fact suffered fractures to my L2 and L3 vertebrae. Very poor from the doctor who assessed me after coming into hospital for the first time. Touched my back, where there was pain, but only x-rayed my hips.
Professionalism, care and friendliness of call handler and paramedics.
The ambulance service very friendly and helpful and put me at ease.
Ambulance arrived within minutes. The crew were efficient, Professional & reassuring.
Ambulance ladies were very caring and reassuring
Very efficient staff and kept me calm whilst dealing with my husband
Excellent service
Always helpful and quick too respond
Quick response, good assessment of situation and quick transfer to hospital
They were there in minutes
89 year old feeling dizzy after a fall and unable to move.
Arrived very quickly, lovely staff, very helpful
The wait time for the ambulance was around 4 and a half hours despite increasing concerns for the safety of the patient I was calling on her half of due to the nature of the emergency. This was not taken into account and somehow the wait time went up by 2 hours when called back to express further concerns
Good response paramedics where very professional and very caring
Very helpful
The help arrived quickly
The call was made because of a stroke. This is a category 2 case and should have been attended within 28 minutes. However, the ambulance came over 1 hour later. I was not assured by the 999 team as I was told it could be up to a hour and a half. Lasting damage could have been caused by this delay. And extreme anxiety was definitely inflicted on that night to all who were there.
Fantastic service and very professional
From the first moment of calling I was treated with respect and the lady really calmed me down.
All the staff were really helpful from the call handler to the staff who came to the house, the paramedics had a lovely caring manor and give us and my dad reassurance, they really helped him
Wait time
They arrived very quickly and were extremely friendly
Excellent crew going the extra mile to make me and family feel safe and cared for 100%....
The ambulance crew were really thorough and my husband had a very severe stroke 16 months ago is non verbal and paralysed down his right side, the crew were brilliant with both of us and really concerned for both of us, they did all of his obs and took us very quickly into south tyneside hospital. There concern and empathy was second to none. We were taken good care of, could not have asked for more concern or dedication they showed us. Thankyou very much.
Ambulance was here in just a few minutes and crew were amazing helping my dad and getting him to hospital
Person on the phone was calm and clear and supportive. Ambulance staff were very reassuring, professional and caring.
Excellent service, made me feel comfortable. And safe. Were there for all my needs.
I was made to feel at ease with rapid response and ambulance crew were amazing with my son
It took 7 hours to get my Dad an 84 old man who had had a fall in with chest issues to hospital. They then came to transfer him from hospital to hospital (with pneumonia) at 10.30 pm even though policy says patients not to be moved after 8pm ... not poor disgraceful. Poor communication from Wards to senior managers.
First two ambulances seemed to misdiagnose or failed to understand patients distress and pain level when refusing to take patient to hospital. 3rd ambulance was called and turned up 10 hrs later. Fortunately this



ambulance took patient to hospital where she was found to have three prolapsed discs and was in intense pain. Third ambulance could not comprehend why the previously ambulances failed to take her to hospital.
The ambulance came very quickly and the staff were very good
Took 1 and a half hrs to arrive.
Operator was polite, spoke clearly and was quick to react
Came quickly, very kind and helpful medics.
I am actually going to complain about the paramedic's attitude to my 90 year old mother and express serious concerns about her having a student working with her.
My husband was left in agony for three hours lying on the floor. He is 76 and had a fractured femur.
My 80 year old mother had to wait for 3 hours with a broken hip in a very busy car park and I was told she was a priority
Brilliant came quickly got my partner assist and taken to hospital very helpful and caring
Paramedic arrived quickly, swiftly administered health assessment. Ambulance arrived soon after, good monitoring and transfer to hospital. Care until full hand over at X ray. Totally competent & professional
Caring and supportive for
Only 15 waiting time, and the professional way in which the paramedics dealt with my husband.
It helped me help my mam with the information provided
It was an excellent experience. Quick, efficient and caring.
The dispatcher was calm and efficient. The crew arrived quickly and assessed the situation quickly and efficiently. They were concerned with regard to the efficacy of the pain relief medication. The journey to the hospital was smooth and I was kept informed all the way.
The wait time was acceptable, and the paramedics were professional, competent and polite.
2 lads very attended to needs very caring I would like to thank them personally if possible
Very quick response. Amazing professional super caring crew.
My daughter took an overdose and it took 1 half hours for the ambulance to get to her house and by that time she was unconscious. The ambulance staff were excellent and I understand you are busy and stretched with lack of ambulances and staff. This was very scary for me as I thought she was going to die.
Prompt, professional, and friendly
Quick response, the two female paramedics were friendly, kind and very reassuring. I felt safe once they had arrived
it took several minutes to be connected to an operator (see below) which is why we aren't saying very good. the ambulance came within about 35-40 minutes, and the two paramedics were excellent- very thorough and professional but still friendly. there was no delay in handover at the hospital
advanced Paramedic was amazing and a credit to NEAS, who dealt with the issue with obvious compassion, friendliness and expertise. **** and **** were great and transported to The Royal, Sunderland today 5pm ish God bless you all
Absolutely brilliant. Lovely crew couldn't fault them at all. I would like to pass our heartfelt thanks and appreciation to the crew who attended my mam - Crew ID no: ****. Thank you both very much
The service was great from the ambulance paramedic once he arrived but the time for the ambulance to arrive was far too slow.
Very nice people
Ambulance arrived within 40 mins of call being made. Paramedics were excellent, making my mum (who was ill), myself and my sister feel really assured. They carried out assessment on mum and took her straight to a&e at our local hospital.
The two lads were fantastic with me
It took 2 hours for ambulance to arrive but knew we weren't an emergency. When they arrive very caring with my 94 year old mum
Excellent caring attentive staff. Couldn't ask any more of emergency ambulance staff
3 paramedics were friendly reassuring and professional.
The staff in the call centre and the paramedics were excellent, however, the pressure the service is under is unacceptable- a call which should have been responded to in 18 minutes took 90 minutes to answer,



then another 2 hour wait before a crew were available for a transferred to hospital. Staff having to work under those conditions is dangerous and endangers patient safety. It is not the fault of those individuals we spoke to and met, but the service desperately needs an increase in funding
Very prompt arrival and very professional and friendly staff
I have had to use the ambulance a lot
Listened to me rather than just relying on the numbers I.e what the ECG stated.
Kind, considerate, looked after me till I got to hospital.
Arrived quicker than expected. Ambulance crew fantastic
They came
Too long of a wait for it to arrive, but excellent service from ambulance people when they did arrive, acted quickly
Ambulance crew were so understanding and helpful and treated me with respect and dignity as well as immediately treating my pain instead of waiting ages knowing I was suffering.
They were so helpful so understanding when I was in a panic! they help me out at my worse time
They came very quick and gave a thorough examination, they got us to the hospital straight away
The ambulance came as soon as it could, the team dealing with my grandparent were thorough, asking questions and carrying out tests. They got her to hospital safely for treatment.
Very efficient and considerate
Level of care was excellent, but a two hour wait for the ambulance - knowing are call logged via a text message was very reassuring. Perhaps some updates through the wait would calm nerves.
My grandson was having chest pains and trouble breathing, he was recovering from a serious accident, I called 999 and got a great response they were arrived within 15 mins and got him into James Cook. Well done
Arrived sooner than the expected wait time estimated. Paramedics did a great job trying to work out why I was so ill.
they were helpful
Arrived quickly. Very professional and thorough
Responded quickly and were very patient
Took almost an hour for ambulance to arrive. However, staff were very good
A paramedic car arrived first to assess the patient then quickly arranged for an ambulance.
Very quick arrival time. Excellent helpful efficient staff
They were very busy but came in 1 and half hours, crew were fantastic .
They came quick help me when I need it
The ambulance came in ten mins even though they said over the phone that they would be an hour. The paramedics were really kind and caring towards me. It really helped as I was going through a painful time. I could see in their eyes that they were sympathetic, and I was really glad to have them there with me.
Had to call twice. The first operative was fantastic the second a little snotty
Quick to respond and very professional
Got straight through on the phone to a very calm and helpful operator Ambulance arrived in about 7 minutes and the 2 paramedics were excellent
Professionalism of paramedics was excellent but wait to be handed over and wait for ambulance was long considering it was suspected heart attack.
quick response
They were very good
Although we waited a while, once with us the ambulance men were very good, helpful, and caring.
Waited 3hrs
The two ambulance people were very efficient and thorough and reassuring. I drove to the hospital to be with my 91 year old mother and the driver came and took me through to a&e to be with her. The driver came to see how my mum was doing when she brought in another patient. Fab lovely people! Thank you.



The paramedics who came to the house were so lovely although dad was a bit disorientated and a bit abrupt, they calmed the situation and they were cracking some funnies to reassure him they can help him ect then when dad deteriorated rapidly they were so calm and called for backup and them that came too were also the same. In resus they were all lovely too. I'm so grateful for everyone that night that was involved. I thank you so much from the bottom of my heart ❤️
My husband had a heart attack, the ambulance was here within 7 minutes and the 999-operator kept taking to us the whole time and told me what to do. Excellent
The came quick and were very friendly and helpful
Friendly Reassuring Knowledgeable Down to earth people who do a hard job with a smile
Whole experience was great from the call handler to the crew, couldn't fault it
They were very understanding and listened to what I was telling them and they reassured me that I was going to be okay
The crew were great. Couldn't be faulted. The problem was the length of time it took to arrive.
High priority ambulance arrived quickly and the staff were professional and swift with helping out my dad.
I've never had a unhelp person on a ambulance,
When i first called the ambulance it was put on a within 3 hr response, unless something changes, and when my friend did become more unwell and i called back the operator was so helpful in giving me step by step instructions on putting her in the recovery position and preparing me for CPR, the ambulance came out with in 20mins. The paramedics and the operator were amazing.
Fantastic service from the emergency services
The call handler which we spoke too were helpful and reassured us. As we waited nearly 2 and half hours a nurse rang and checked up on my grandson. Which I thought was excellent care. We did have a long wait but it's not anyone fault. NEAS do an excellent job all nhs workers do.
Quick response, I was put at ease and delt with in a dignified and respectful manner by David the paramedic on call that day.
Information and team were very professional and kind but response time was not well communicated
It took over 2 hours for the ambulance to come for my husband, who took ill in a car park
Arrived quickly and gave good treatment.
Excellent clear advice
Very helpful Kind Respectful Made me feel like i didn't waste their time Treated my boy really well
Yesterday 22nd of June we were advised by our GP to call an ambulance for my wife. The actions of the crew and their wonderful care and consideration was exemplary. We would just like to say thankyou.
All staff were wonderful with my Gran who was very hard of hearing. Once I got to the house they were fantastic with me. They had packed her an overnight bag. I am her medical point of contact and I am a wheelchair user. They were incredible with me and made sure I was safe and secure in the ambulance with her which made Gran feel safe and secure. Thank you. They also had a student on board who surprised me for only being in her first year. I didn't get their names because they were great!!
After answering question about my husband's condition I was told it could take four hours for the ambulance to come due to very busy night but they arrived in two hours which was a relief. Very pleased to see them and grateful for their expertise and assistance.
Quick response, friendly and caring paramedics.
Whole experience painless Staff delightful with my elderly aunt
Excellent team doing everything quick and very prompt
Concern about the length of time it took for service to arrive, HOWEVER, the staff were excellent. Thoroughly professional, exemplary care for child and family. Superb!
The lady's who attended my work place when I was having a hart attack where angels in green professional calming and made me feel I was in safe hands they are a credit to the emergency service and should be rewarded for their work in some sort of way, I literally owe my life to them, they are God's angels thank you.
The paramedics have a very good manner towards patients, very helpful and keep you safe and calm
Quick response to my call and they stabilised my condition before taking me to A & E



Quick response
Very prompt response
very efficient and amicable paramedic kept the patient comfortable and at ease whilst waiting for the ambulance
The ambulance personnel were very nice with me and my sister as well as our injured mother. Very courteous, reassuring and jolly with our mum. They kept us informed and took care of our mum on way to the hospital and throughout the handover. We are very grateful to them.
Call handler very clear and paramedics arrived quickly
Both paramedic staff in attendance were fabulous in their approach and their concern.
Time taken of 16 minutes for a blue light emergency. Crew openly admitted waiting on Chinese. This Resulted in baby being delivered by family friend before arrival of professionals. Not giving father a chance to cut cord. Having to use 2nd crew as no other driver for 1st vehicle, therefore 2 crews being off the road when only 1 was required.
The service from the crew was excellent but waited 4.5 hours for potential stroke.
Quick response and amazing staff
Helpful calm and caring staff
Didn't have to wait very long, 2 ladies where lovely and polite, gave the appropriate care.
The crew were excellent and reassuring
Some days it's a very good service Other days it fails miserably
Kept us informed of time for ambulance arrival. Nurse rang to check on mams progress and ask in depth questions to get overall picture. Arrival time wasn't bad considering how busy they were that day. 2 colleagues arrived and gave appropriate care in a pleasant manner only to be expected of the NHS, so nothing fell short of expected care.
The call handler & paramedics were kind & understanding. Very clear with advice.
Paramedics were very friendly and so helpful
9 hour wait for an 88 year old in a lot of pain with severe coped
Really good staff they were a very calming influence
Excellent service, met my needs.
Phone operator was helpful and patient
They were courteous, concerned and efficient
Punctual polite and well mannered.
Working hard under extreme circumstances. I'm a health care provider too & appreciate the ambulance service
Reassuring and calming
Fantastic service, fast response, made to feel very reassured and in safe hands.
Arrived within 20 mins and the paramedics were brilliant with my friend and the driver put me at ease too and was very good to talk to.
Quick response and time. Very helpful. And friendly.
Good response
Excellent service and excellent staff
Come very quick and the medical staff were very professional and put use both at ease.
Because ambulance people took one look at my daughter and made there mind up that she didn't need them and even said to me there not a taxi service
Response was quick and staff were helpful and reassuring as well as efficient.
Although we waited for a long time. They doo d ring to make sure everything was ok. When they got here they were absolutely fantastic
called 999 first responder attended and was brilliant. he had a good idea of what was wrong- stopped me vomiting and reduced the pain - then because ambulance was not coming he made a call and arranged to take me into ambulatory ward for assessment. his diagnosis turned out to be correct and i was admitted for



gallbladder surgery. i am so grateful for his swift response, knowledge and experience. felt confident in his judgement and he made an unpleasant event for me slightly less traumatic.

Came within promised time.

Ambulance arrived quickly and the staff were very professional and knowledgeable. Knew exactly what to do

Very good service

Phone was answered quickly, adviser was helpful, the ambulance arrived in the time given and the paramedics were lovely

Delay of over 1 hour. When they arrived the medics were great.

Sometimes come quick sometimes slow

Excellent

Lovely manner with dad

The ambulance crew saved my dads life. Cant thank these guys and girls enough. They are all heroes.

Polite, efficient, good communication

Explained everything very clearly responded quickly

Ambulance staff were very professional.

Waited 4 & 1/2 hours in pain but appreciate how busy they are.

Because you asked for it.

Ambulance staff, carried out tests & decided I needed to go to hospital for further tests & treatment.

It was very prompt, efficient, and reassuring.

Call handler very helpful. Asked all right questions.

They were very patient & efficient.

Ambulance crew were great. Put you at ease straight away.

Here within 5 minutes. Due to suspected heart attack symptoms.

Response time were good. Every time we've had to call, and staff were kind and sympathetic.

Only let down was waiting time but under present conditions, understandable.

Quick and responsive.

Very good staff. Delay in arrival & delivery at A&E.

Please see attached letter, no attached letter on form. It must have been.....

The staff that attended gave an excellent service.

First time there was no one available.

They did everything they could to help and were very careful and diligent.

The two attendants were very professional & I felt comfortable with them.

The ambulance staff were good. The call handler didn't appreciate my inability to speak. It took a very long time for the ambulance to arrive.

Staff were very caring & professional.

Luckily, I did not have to wait too long for ambulance to arrive. Staff very caring/ very helpful.

Very efficient.

Anything we could have done better?

Maybe have a softer ride lol. 😊

Get there sooner

Handing over of patents at the hospital to get the crew back on the road. I spoke to someone who had came in by ambulance and they say the journey was about ten minutes but the crew had to wait with them until they were handed over taking up valuable time. In these days of technology, information should be at hand to the medical staff and not spend time passing over information. Information should be collected as soon as the crew were at the scene and sent straight to medical staff. Hence ambulance staff are on a



quicker hand over. I appreciate the system are short staffed and less vehicles on the road but some thought into collecting information would speed things up.
Faster response.
Could have arrived sooner, could have returned my call a lot sooner too
Being able to have diazepam. I was left over 4 hours in a wheelchair in a corridor to be just given diazepam and sent home. They couldn't get line in me so I had to go but I couldn't fault the 2 lovely ambulance drivers under my extreme circumstances
More compassion and understanding from paramedics. Assumptions seemed to have been made about the patient from the onset.
The condition is a repeat one and we 'waste' time at the start of the call going over info provided several times previously. System doesn't store previous calls?
Faster
Arrived a lot quicker than you did. The staff were amazing once they arrived. Get rid of 111 who tell everyone to ring for an ambulance if things get any worse when they could either get other transport or wait to see a GP.
Coming quicker as my neighbour could have been dead by the time the ambulance arrived
Respond a lot quicker pain relief on arrival
Quicker
Not questioned the patient as much when he was struggling to breathe
been quicker to arrive
Waiting time
Faster response to an 18 year old who had fallen off a horse and couldn't stand or walk on her own. It was terrible that I had to wait for four hours before help arrived. The paramedics themselves were great though!
Respond not only to symptoms but also the location of the patient and the potential danger they could be in rather than say it's a low priority due to the patient being alert
Clearer instructions on how to help the patient whilst having to endure the long waiting time
I only wish the ambulance could have arrived instantly but that's an impossible dream these days.
Got here quicker
Got the fast responder their quicker
Been quicker
In an ideal world a shorter waiting time
Just get there quicker
reduce the time it takes to actually speak to a trained operator after dialling 999. More flexibility with the questions (we seemed to get bogged down on whether the blood loss was equal to a cup of coffee- which I couldn't accurately answer as we were using several tea towels to try and stem the blood loss so I couldn't really see.) eventually she said "you don't know" and we moved on but it felt that valuable time was wasted with her repeating the same question lots of times,
Ambulance dispatched earlier, waiting time was unacceptable.
Faster response time.
Crew could have had a better attitude
Arrive sooner
Arrive sooner
Text message updates if possible through the waiting period - in our case two hours. We have instant communication technology at our fingertips - you could capitalise on this more to calm people waiting for help.
Sent ambulance sooner
Response and handover times.



More on duty
Arrived more quickly....but I understand how busy they are, and it wasn't an inordinate delay, we were just very worried and upset.
Quicker respond. Waited 8 hours
Better responds time
You could have come quicker
More ambulance staff in order to reduce the wait time for the ambulance to arrive.
Length of response time although appreciate that the service is very busy.
Reduced waiting time.
More DCA on the road! Better initial triage
Ambulance could have came quicker
Not taken 1 1/2 hours to get there
Response time
Sending the ambulance sooner
They could have listened and gave better care and attention to my pregnant daughter
Just the time it took for the ambulance to arrive was quite a long time
The waiting was a long time x but we understand you are over stretched and very busy.
Reduce the waiting time.
Worn masks
Possible calls back to check on me as I live alone.
Wait in A&E corridor for 8 hours wasn't very pleasant or comfortable on the trolley.
The waiting time for the ambulance to arrive could have been shorter.
You need more staff.
Quicker response time - call handler to accept a friend's opinion of low I was.