

# 999 (Unscheduled Care) See and Treat Quarter 1, 2022/23



## Patient Survey Summary

Responses: 145

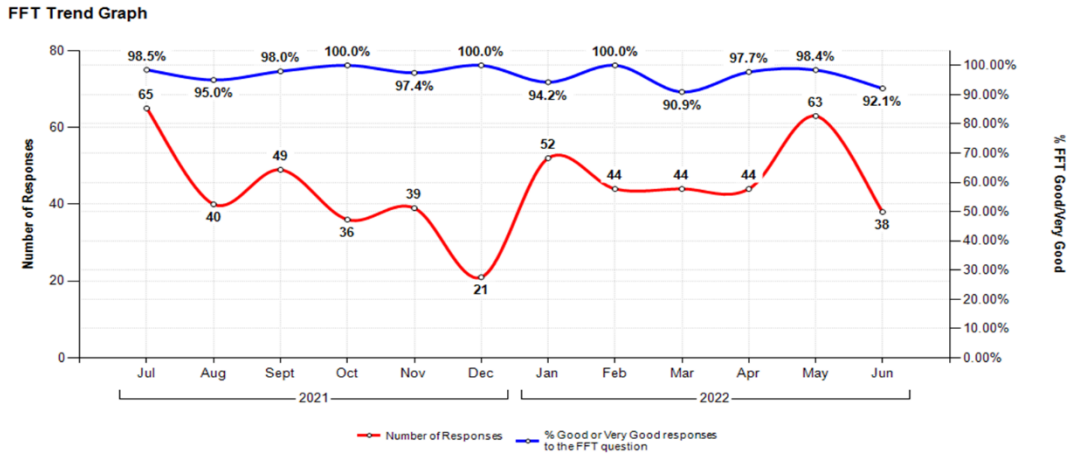
- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

**Questions**

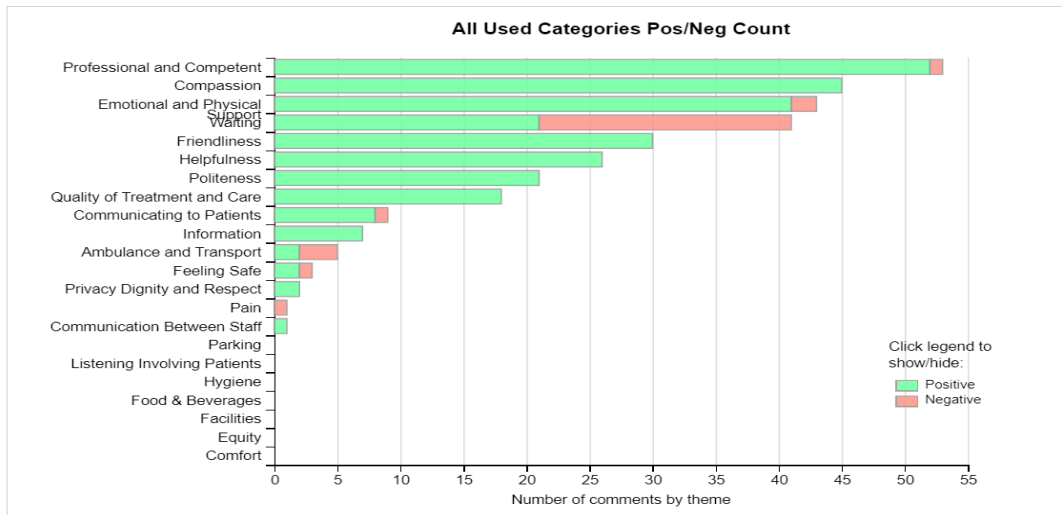
Thinking of the 999 service we provide. Overall how was your experience of the service?

Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarterly Trend	Annual Trend
97.6	97.4	99.0	95.0	96.6	○	○

## 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 Q1 is 145. This is lower than other surveys due to the methodology. Responses have increased by 5 compared to the previous quarter.

A direct year on year comparison shows the score has declined from 97.6% in Q1 2021/22 to 96.6% in this quarter.

### Quarterly analysis

The FFT very good/good score is 96.3%, an increase of 1.6% 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
- Ambulance Transport

## Demographic Analysis

The number of respondents for some groups are low and not representative of the community, these include under 25s (0 responses, 0%), 25-44 (6 responses, 4.1%), ethnic minority background (1 response, 0.7%), white other (0 responses, 0%), non-Christian (5 responses, 3.5%) and LGB (3 response, 2.1%). 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 (96.6%, +1.6% from last quarter).

- **Gender** – 43.5% of respondents were men and 54.5% were women. There is no significant difference in responses based on gender. This was also true during the last quarter.
- **Age** – Under 25s represented 0% of respondents, 25-44 represented 4.1%, 45-64 represented 8.3%, 65-84 represented 61.4% and 85+ 23.5%. Data for under 25s and 25-44 were too low to be included within the analysis. There is no significant difference in responses based on gender. This is a slight improvement from last quarter where respondents aged 45-64 had the lowest positive responses.
- **Ethnicity** – 0.7% of respondents identified as having an ethnic minority background, 0.0% as white other and 96.5% 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** – 58.6% of respondents identified as disabled and 31.7% identified as non-disabled. There is no significant difference in responses based on disability. This was also true last quarter.
- **Faith** – 79.3% of respondents identified as Christian, 12.4% atheist/no faith and 3.5% non-Christian faiths. Data for non-Christians was too low to be included within the analysis. “positive” was rated lowest by atheist/no faith groups (83.3%). This is a slight decline from last quarter where there was no significant difference in responses based on faith.
- **Sexual Orientation** – 2.1% of respondents identified as LGB and 96.9% identified as heterosexual. As such, data is too low to provide any analysis.

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

Available Answers	Responses	Score (%)
Very good	132	91.0%
Good	8	5.5%
Neither good nor poor	1	0.7%
Poor	2	1.4%
Very poor	2	1.4%
<b>Total</b>	<b>145</b>	<b>100%</b>

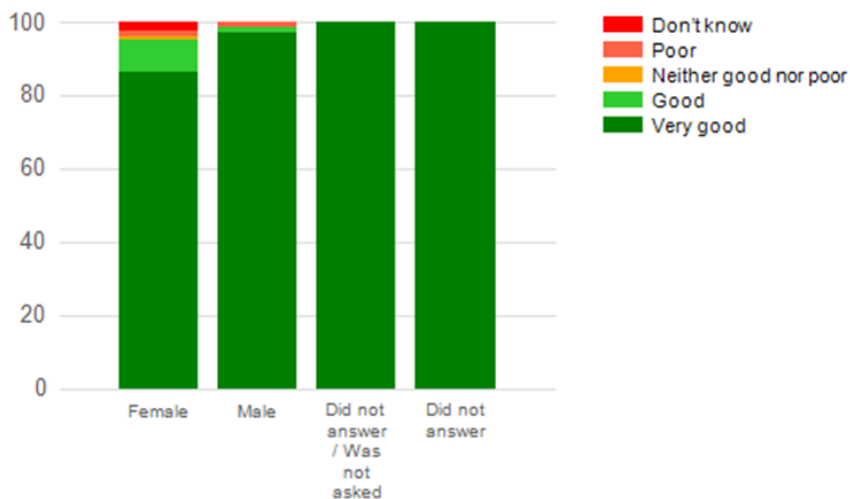
## Demographic Breakdown Quarter 1 2022/23

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	96.6%	98.4%	94.9%	0.0%	100.0%	91.7%	96.6%	97.1%	100.0%	96.5%	0.0%	94.1%	100.0%	83.3%	98.3%	100.0%	96.9%	100.0%
	Negative	1.4%	1.6%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	1.4%	0.0%	2.4%	0.0%	11.1%	0.0%	0.0%	1.6%	0.0%
	Total	145	63	79	0	6	12	89	34	1	141	0	85	46	18	115	5	129	3
What is your age?	25-44	4.2%	4.8%	3.8%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	3.5%	0.0%	4.7%	2.2%	5.6%	1.7%	20.0%	3.1%	0.0%
	45-64	8.4%	6.3%	10.1%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	8.5%	0.0%	5.9%	15.2%	11.1%	7.8%	20.0%	9.3%	0.0%
	65-84	62.2%	65.1%	60.8%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	62.4%	0.0%	57.6%	73.9%	83.3%	60.9%	40.0%	63.6%	66.7%
	85+	23.8%	23.8%	24.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	24.1%	0.0%	30.6%	8.7%	0.0%	28.7%	20.0%	23.3%	33.3%
	Prefer not to say	1.4%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	1.2%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%
	Total	143	63	79	0	6	12	89	34	1	141	0	85	46	18	115	5	129	3
How would you describe your gender	Female	55.6%	0.0%	100.0%	0.0%	50.0%	66.7%	53.9%	55.9%	0.0%	56.4%	0.0%	54.1%	58.7%	33.3%	57.4%	60.0%	56.6%	33.3%
	Male	44.4%	100.0%	0.0%	0.0%	50.0%	33.3%	46.1%	44.1%	100.0%	43.6%	0.0%	45.9%	41.3%	66.7%	42.6%	40.0%	43.4%	66.7%
	Total	142	63	79	0	6	12	89	34	1	140	0	85	46	18	115	5	129	3
What is your ethnic group?	White British	99.3%	98.4%	100.0%	0.0%	83.3%	100.0%	100.0%	100.0%	0.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	80.0%	99.2%	100.0%
	Asian or Asian British	0.7%	1.6%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.8%	0.0%
	Total	142	62	79	0	6	12	88	34	1	141	0	84	46	18	114	5	129	3
How would you describe your religion or belief?	Christian	83.3%	77.8%	88.0%	0.0%	50.0%	75.0%	80.5%	97.1%	0.0%	83.8%	0.0%	85.2%	78.3%	0.0%	100.0%	0.0%	84.1%	0.0%
	Muslim	1.4%	1.6%	1.3%	0.0%	25.0%	8.3%	0.0%	0.0%	100.0%	0.7%	0.0%	1.2%	0.0%	0.0%	0.0%	40.0%	1.6%	0.0%
	No religion or belief	13.0%	19.0%	8.0%	0.0%	25.0%	16.7%	17.2%	0.0%	0.0%	13.2%	0.0%	11.1%	19.6%	100.0%	0.0%	0.0%	13.5%	33.3%
	Other	2.2%	1.6%	2.7%	0.0%	0.0%	0.0%	2.3%	2.9%	0.0%	2.2%	0.0%	2.5%	2.2%	0.0%	0.0%	60.0%	0.8%	66.7%
	Total	138	63	75	0	4	12	87	34	1	136	0	81	46	18	115	5	126	3

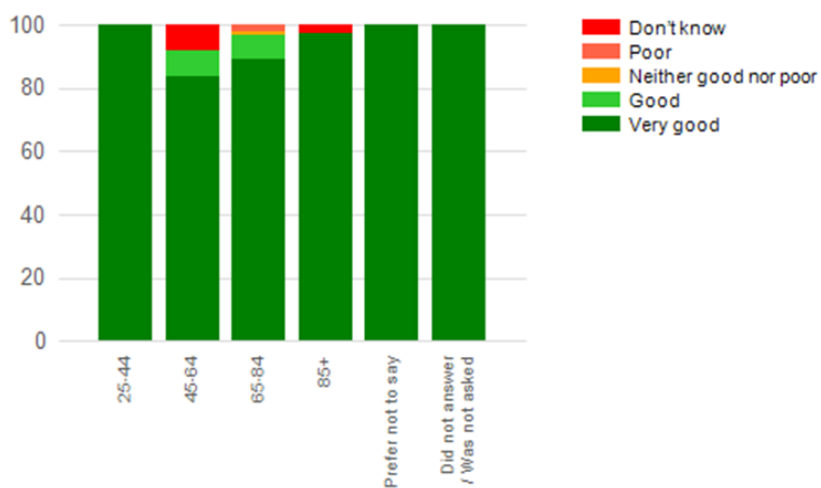
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	61.6%	62.9%	60.5%	0.0%	80.0%	41.7%	56.3%	78.8%	0.0%	61.3%	0.0%	100.0%	0.0%	50.0%	61.6%	75.0%	60.8%	66.7%
	No	33.3%	30.6%	35.5%	0.0%	20.0%	58.3%	39.1%	12.1%	0.0%	33.6%	0.0%	0.0%	100.0%	50.0%	32.1%	25.0%	34.4%	33.3%
	Prefer not to say	5.1%	6.5%	3.9%	0.0%	0.0%	0.0%	4.6%	9.1%	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	4.8%	0.0%
	Total	138	62	76	0	5	12	87	33	0	137	0	85	46	18	112	4	125	3
How would you describe how you think of your sexual orientation?	Heterosexual or straight	94.9%	94.9%	94.8%	0.0%	66.7%	100.0%	95.3%	96.8%	100.0%	94.8%	0.0%	93.8%	95.6%	94.4%	97.2%	60.0%	100.0%	0.0%
	Gay or lesbian	2.2%	3.4%	1.3%	0.0%	0.0%	0.0%	2.3%	3.2%	0.0%	2.2%	0.0%	2.5%	2.2%	5.6%	0.0%	40.0%	0.0%	100.0%
	Prefer not to say	2.9%	1.7%	3.9%	0.0%	33.3%	0.0%	2.3%	0.0%	0.0%	3.0%	0.0%	3.7%	2.2%	0.0%	2.8%	0.0%	0.0%	0.0%
	Total	136	59	77	0	6	12	86	31	1	135	0	81	45	18	109	5	129	3
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.	32.1%	27.4%	36.5%	0.0%	60.0%	27.3%	27.6%	43.8%	0.0%	32.6%	0.0%	25.3%	35.7%	17.6%	34.2%	20.0%	30.6%	0.0%
	Yes – Great someone may contact you	67.9%	72.6%	63.5%	0.0%	40.0%	72.7%	72.4%	56.3%	100.0%	67.4%	0.0%	74.7%	64.3%	82.4%	65.8%	80.0%	69.4%	100.0%
	Total	137	62	74	0	5	11	87	32	1	135	0	83	42	17	111	5	124	3

# Friends and Family Test Demographic Breakdown Graphs

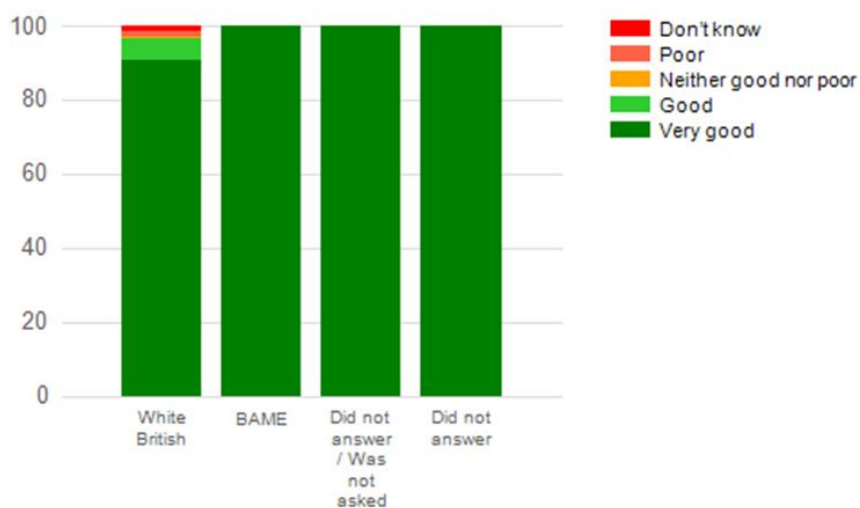
## Gender



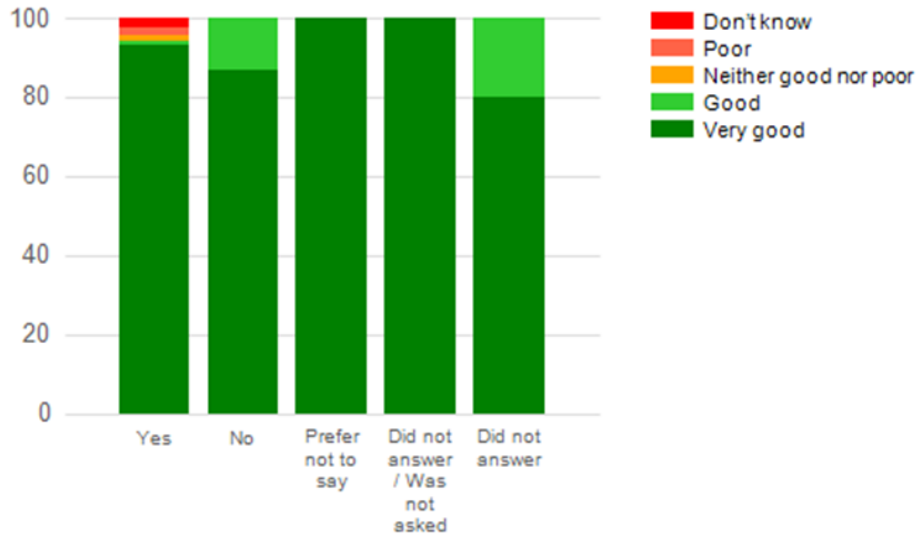
## Age



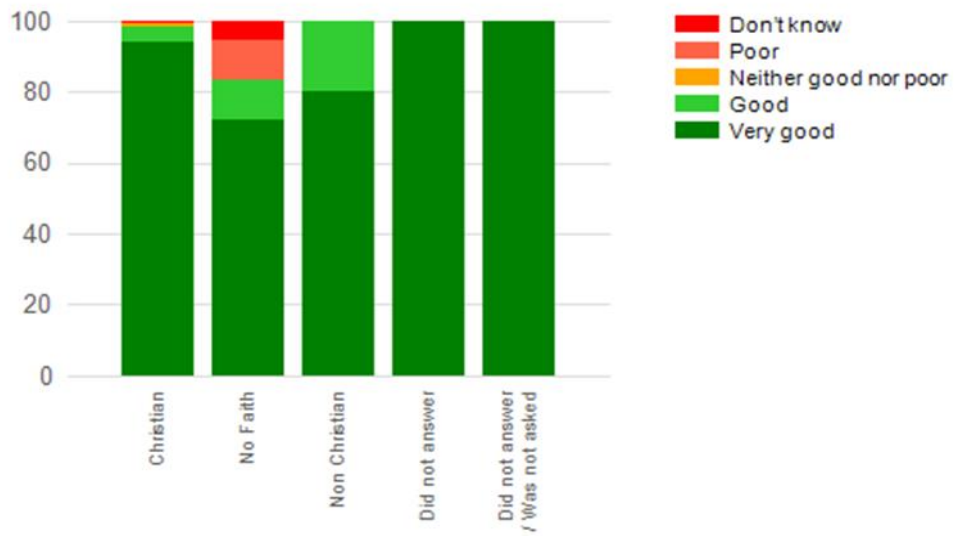
## Ethnicity



### Disability



### Religion or Faith



### Sexual Orientation

