



999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: July 2022



100%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Excellent help. Very caring went above and beyond to keep me safe. Very attentive

Caller was very patient with us paramedics came quickly gave good advice.

I feel they did very good job and they listened to me and did a good job of checking me over.

Number of responses

Print

49

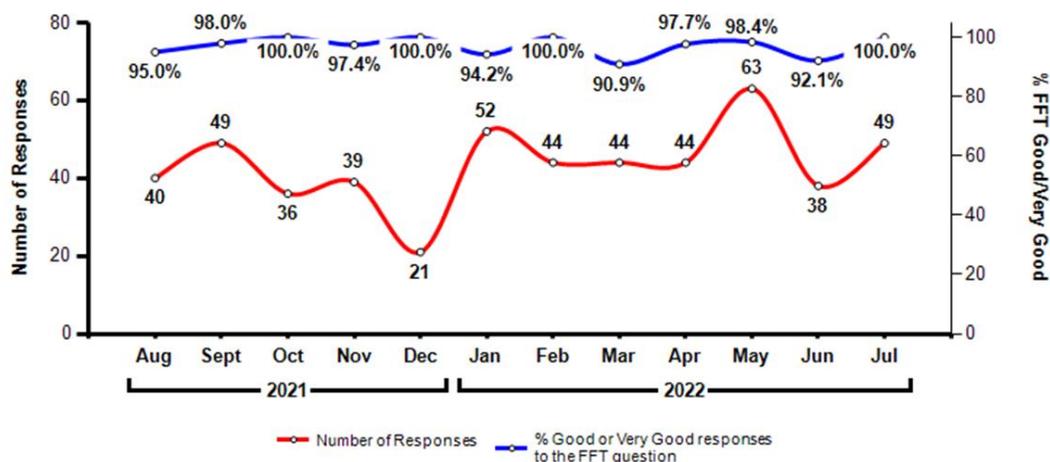
Total 49



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)	49	100.0%	+7.9
Very good	45	91.8%	+2.4
Good	4	8.2%	+5.5
Neither good nor poor	0	0.0%	-2.6
Poor	0	0.0%	-2.6
Very poor	0	0.0%	0
Don't Know	0	0.0%	-2.6

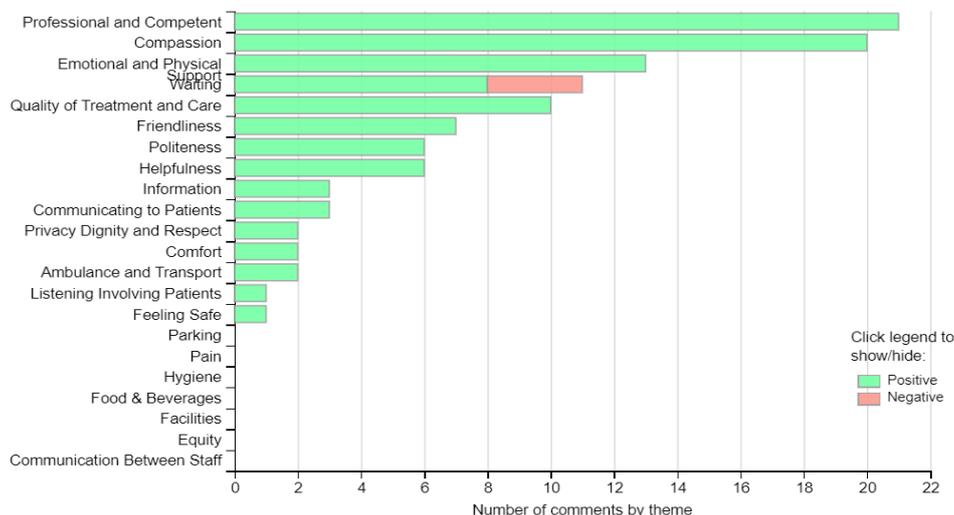
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

Very helpful, informative and respectful.
Did not wait too long, crew very professional and caring.
Excellent response time - friendly staff - expert and thorough care received.
Quick to arrive very efficient very caring talking to *** all the time.
When they came they were very kind and efficient when they did all the test on myself to check over for damage. I had them quite shaken up and dreading bad news.
Staff were pleasant and helpful and gave full information.
Initial call answer quick clinician phoned back 15-20 minutes later and dispatched ambulance which arrived 1 1/2 hours and later paramedics excellent with treatment and advice and general manner in dealing with 87 year old patient.
Can't fault the service that we had.
Caller was very patient with us paramedics came quickly gave good advice.
Because you asked.
Quick response, very friendly and considerate paramedics.
I did not wait long for attention very professional. I cannot fault the care I received. Thank you.
Well the ambulance took 2 hours to come but the care they gave me was good.
The team arrived promptly and were very caring, supportive and patient with my husband who has dementia.
Excellent help. Very caring went above and beyond to keep me safe. Very attentive.
Where would we be without this marvellous service? Well I would still be on the floor unable to get up!
Courteous response on telephone then when ambulance came, crew very informative polite and made us feel comfortable with their info.
The two ladies **** and ***** couldn't do enough for my father. Nothing was too much trouble for them. Dad called them the A team. (***** care home call out)
I feel they did very good job and they listened to me and did a good job of checking me over.
Response time quicker than expected.
Understanding, caring gave good advice.
Slight wait to get through but crew at [unreadable] house in less than 2 hours. Fabulous two gents **** and **** who attended.
The 3 men who came were very efficient and very nice. They were careful and caring.
Quick response, efficient, caring paramedics.
Arrival came very quickly and paramedics were very thorough.
The service I had was superb.
Arrived very quickly and were very attentive.
Because the service I got was very good and paramedics were very polite.
The crew from ***** arrived quickly, were extremely calming when dealing with my distressed state, then carried out their job in the most professional manner, going beyond what was required.
All help asked for was provided in very quick time.



Nothing was too much trouble for ****and *****. Very professional, very polite, easy to communicate with.
Response was quick within 10 minutes. Assessment and advice was quick and effective.
Reassured totally when I gave symptoms and help and support were a [unreadable] totally too.
The ambulance arrived quickly to see my 90 year old mom. They could not have done anything else. They [unreadable] to everything. They were so friendly, efficient and professional.
Very caring and pleasant paramedics.
We had to wait a while for the paramedic to arrive but we expected longer. He was very calm and explained each step clearly.
Very professional, considerate and compassionate.
I could not have received better treatment and respect anywhere else.
The 2 guys that came made my daughter comfortable, kept her calm and treated her for being a brave [unreadable] we are so thankful for their help.
Very [unreadable] friendly and professional. Communicated effectively and put me at ease.
The attitude and efficiency of the team very reassuring.
You asked all the things you would need to know so when the ambulance people got here they would know what to do.
Because service was excellent.
Found the crew very caring thorough and helpful and friendly.
Got excellent service.
Quick, efficient, professional, kind, reassuring.
Really good and professional paramedics. Very reassuring caring, excellent.

What could we have done better?

Easier access to 111. Kept asking us to go online!