

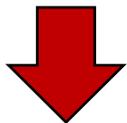


# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: August 2022



**95%**

**Very good or good overall experience of the service**

### Free text comments

**Positive free text comments**

I was treated well by the crew and reassured by them.

Fairly rapid response. Excellent treatment from both medics.

Never had better service from ambulance.

### Number of responses

**Print**

**40**

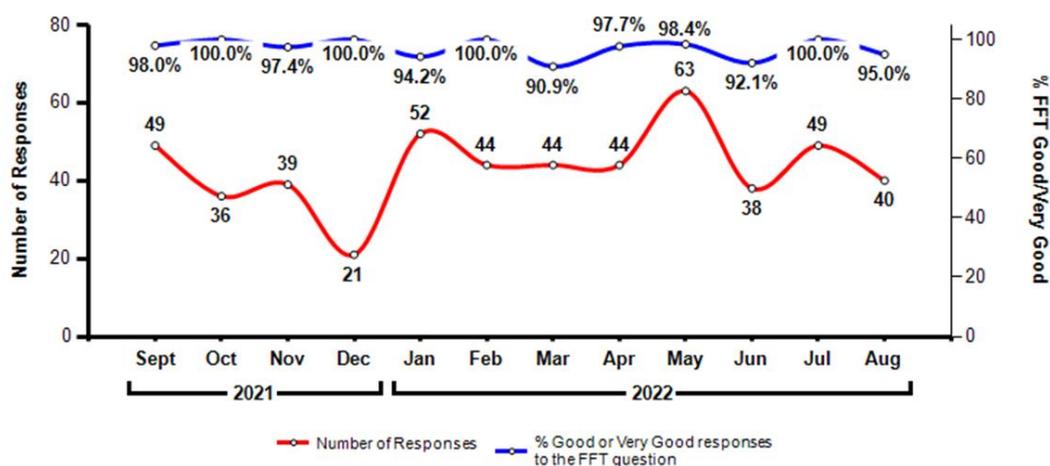
**Total 40**



Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>38</b>	<b>95.0%</b>	<b>-5</b>
Very good	32	80.0%	-11.8
Good	6	15.0%	+6.8
Neither good nor poor	2	5.0%	+5
Poor	0	0.0%	0
Very poor	0	0.0%	0
Don't Know	0	0.0%	0

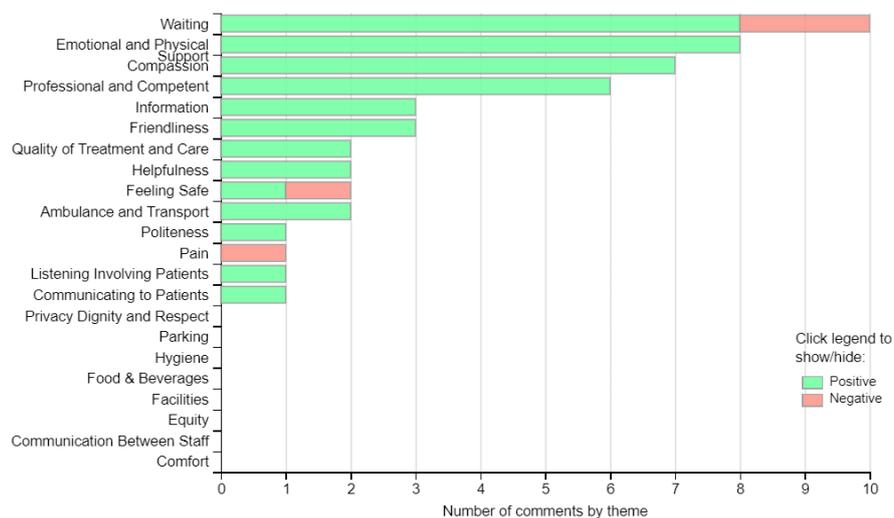
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





## Free text comments

Because they were very helpful and understanding.
I was treated well by the crew and reassured by them.
Swift and efficient (considering poor reports in other parts of country!)
Paramedics were courteous and efficient unfortunately we accepted the advice to transport my 94 years old dad to A&E [unreadable].
Very prompt response and comprehensive examination. Situation discussed with doctor and appointment arranged for 2/8.
Fairly rapid response. Excellent treatment from both medics.
The team that came to my house were friendly, helpful and amazing.
Have always helped me **** and ****, my daughter to my bay in A&E which was a great help superb.
Short response time and very competent paramedic thank you all.
Always gone out of their way to help me.
Quick on the mark when needed [unreadable] help/[unreadable].
111 no problems.
Never had better service from ambulance.
Prompt contact.
Crew very professional, they took time to listen and comms. were two-way very friendly men.
Nurses very good, I couldn't have had better.
The time limit.
111 & 999 very good response dangerously slow.
Didn't wait long ambulance workers explained procedure put me at ease throughout clear understanding.
Tried to put me at ease & help me as well as doing lots of tests and then take me to hospital.
Excellent care, kindness and patience given.
They gave me good advice about what food I should avoid.
Ambulance came within 10 minutes. The paramedic were very good and friendly. We were on holiday at ***** caravan park. My husband had a seizure after banging his head. The crew who came were very good. Crew No. *****. My husband did not want to go to hospital so we went to Rotherham General as soon as we got back home and he had a CT scan. Pleased to say he is OK. Thanks to your crew. ***
I was told I would have an hour wait but two lovely paramedics arrived within 15 minutes.
Quick response [unreadable] within early morning. **** & **** here in 8 minutes.
Son had to call ambulance for me as I had a bad turn & needed help.
Did not answer
Came on time.
Very thorough, realistic, lovely manner from both paramedics ***** and ****.
Both ***** and ***** could not have been kinder or more gentle and handled me so I felt safe at all times.
I was very grateful for the treatment received.
All those ambulance gents explained to me every test they carried out on me in great detail put me at ease.
I called 111 then was transferred to priority ambulance - wait not too long, lovely paramedics.
Took too long to get an ambulance out when they got here they put our minds at rest no heart attack.
The ambulance crew gave me great advice on coping strategies and how to help me move forward with my life. I am truly grateful. Thank you!
From 999 call to ambulance crew - dealt with swiftly and compassionately.



They were brilliant and very patient, thank you.

### What could we have done better?

No responses