



# 999 Ambulance (Unscheduled Care)

## See and Convey - taken to hospital

### Patient Survey Feedback

Month: August 2022



**87.7%**

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

#### Free text comments

| Free text comments          |  |
|-----------------------------|--|
| Positive free text comments | The two ambulance attendants were excellent. Very caring and sympathetic.  |
|                             | Ambulance staff, very caring and knew how to reassure me did everything to make me comfortable and help me relax.      |
|                             | Personnel in the ambulance were excellent, knowledgeable, and friendly   |
| Negative free text comments | I rang for my farther who was barely conscious and was struggling to move and it took 3 hrs for the ambulance to come. |
|                             | It all just took too long, no need for so many questions when they could be answered after the ambulance had been sent |
|                             | Took 3 hours then the crew were totally obnoxious!   |

#### Number of responses

|        |     |                       |
|--------|-----|-----------------------|
| Online | 22  | <b>Total:<br/>569</b> |
| Print  | 43  |                       |
| Text   | 504 |                       |

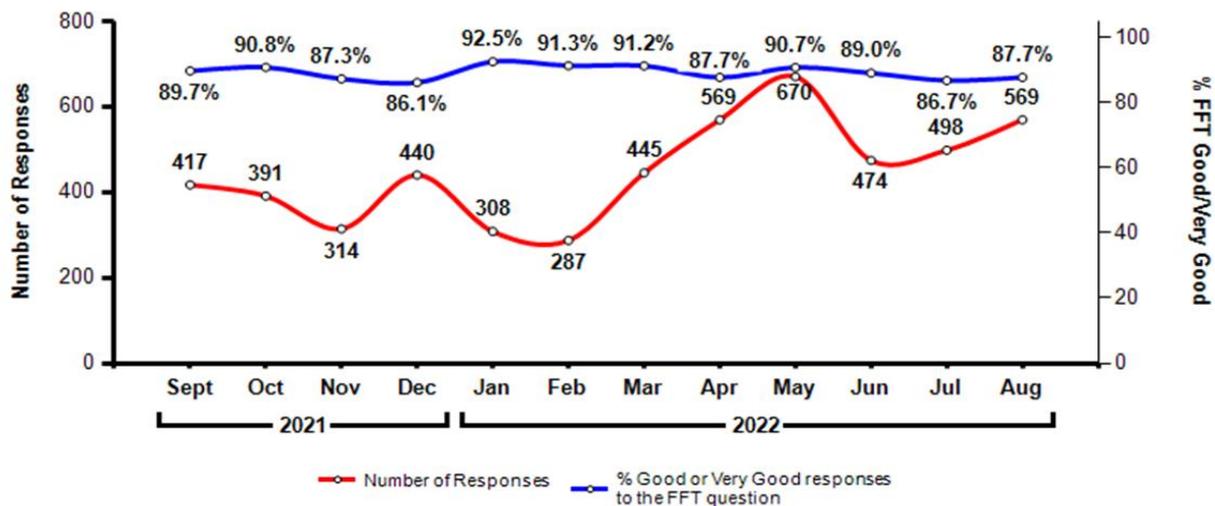


| Thinking of the 999 service we provide. Overall how was your experience of the service? | Number     | Percentage   | % variance from previous month |
|---|------------|--------------|--------------------------------|
| <b>Very good and Good (combined)</b>  | <b>499</b> | <b>87.7%</b> | <b>+1.0</b>                    |
| Very good   | 418        | 73.5%        | +6.8                           |
| Good  | 81         | 14.3%        | -5.8                           |
| Neither good nor poor   | 32         | 5.6%         | +1                             |
| Poor  | 18         | 3.2%         | -2.1                           |
| Very poor   | 18         | 3.2%         | -0                             |
| Don't Know  | 2          | 0.4%         | +0.2                           |

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.

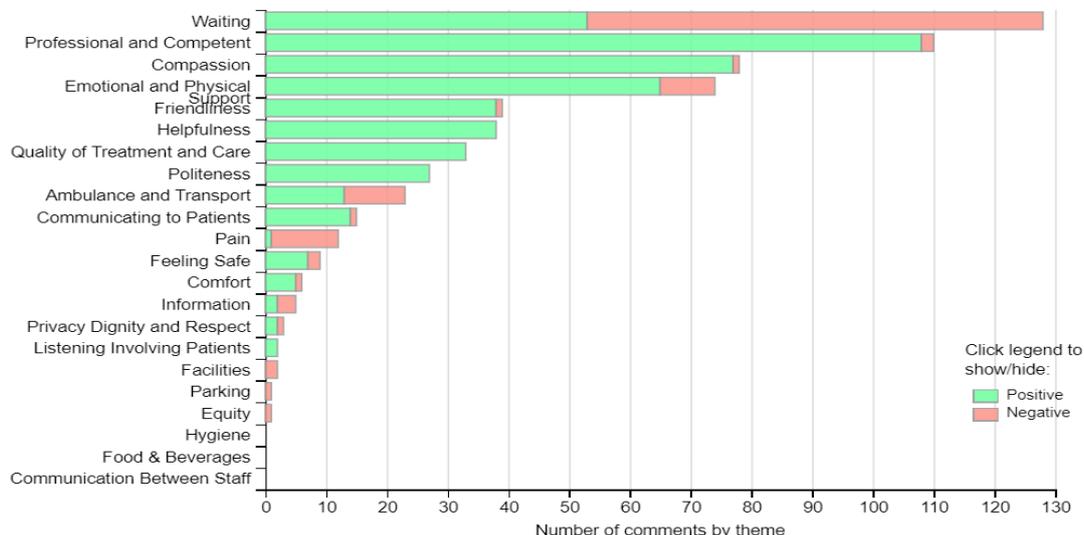
### Survey trend graph

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 |
|-------------------------|--------------|-------------|-----------------|------------|-----------|-----------------------|-----------|-----------|------------|
| <b>Total</b>            | <b>87.7%</b> | <b>6.3%</b> | <b>569</b>      | <b>417</b> | <b>81</b> | <b>32</b>             | <b>18</b> | <b>18</b> | <b>2</b>   |
| NHS County Durham       | 85.9%        | 7.1%        | 128             | 90         | 20        | 9                     | 5         | 4         | 0          |
| NHS Newcastle Gateshead | 86.7%        | 10.0%       | 30              | 19         | 7         | 1                     | 2         | 1         | 0          |
| NHS North Tyneside      | 92.1%        | 7.9%        | 38              | 31         | 4         | 0                     | 0         | 3         | 0          |
| NHS Northumberland      | 87.7%        | 6.2%        | 81              | 55         | 16        | 5                     | 3         | 2         | 0          |
| NHS South Tyneside      | 95.7%        | 4.3%        | 23              | 19         | 3         | 0                     | 0         | 1         | 0          |
| NHS Sunderland          | 88.6%        | 4.5%        | 44              | 34         | 5         | 2                     | 1         | 1         | 1          |
| NHS Tees Valley         | 92.0%        | 6.7%        | 75              | 60         | 9         | 1                     | 3         | 2         | 0          |
| No CCG                  | 84.7%        | 5.3%        | 150             | 110        | 17        | 14                    | 4         | 4         | 1          |

### Results by Cluster

| Cluster name | % Good       | % Poor      | Total Responses | Very good  | Good      | Neither good nor poor | Poor      | Very poor | Don't Know |
|--------------|--------------|-------------|-----------------|------------|-----------|-----------------------|-----------|-----------|------------|
| <b>Total</b> | <b>87.7%</b> | <b>6.3%</b> | <b>568</b>      | <b>417</b> | <b>81</b> | <b>32</b>             | <b>18</b> | <b>18</b> | <b>2</b>   |
| Alnwick      | 91.0%        | 3.8%        | 78              | 58         | 13        | 4                     | 1         | 2         | 0          |
| Backworth    | 91.3%        | 4.3%        | 23              | 17         | 4         | 1                     | 0         | 1         | 0          |
| Bishop       | 83.8%        | 8.1%        | 99              | 69         | 14        | 8                     | 4         | 4         | 0          |
| Blucher      | 88.9%        | 11.1%       | 18              | 14         | 2         | 0                     | 1         | 1         | 0          |
| Coulby       | 94.0%        | 4.0%        | 50              | 41         | 6         | 1                     | 1         | 1         | 0          |
| Cramlington  | 92.0%        | 8.0%        | 25              | 18         | 5         | 0                     | 1         | 1         | 0          |
| Hartlepool   | 0            | 0           | 0               | 0          | 0         | 0                     | 0         | 0         | 0          |
| Lanchester   | 91.2%        | 6.1%        | 34              | 25         | 6         | 1                     | 2         | 0         | 0          |
| Monkton      | 85.1%        | 8.5%        | 47              | 31         | 9         | 2                     | 1         | 3         | 1          |
| No Cluster   | 84.7%        | 5.3%        | 150             | 110        | 17        | 14                    | 4         | 4         | 1          |
| Pallion      | 90.0%        | 5.0%        | 20              | 16         | 2         | 1                     | 1         | 0         | 0          |
| Stockton     | 88.0%        | 12.0%       | 25              | 19         | 3         | 0                     | 2         | 1         | 0          |



## Free text comments

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| Telephone operator very helpful. Ambulance staff excellent. Hospital staff excellent.   |
| The ambulance crew were very efficient. They arrived within 20 minutes although this was changed to a non-emergency. I think that was very good could not fault them.   |
| I was put at ease when you arrived. Got on with job at hand.  |
| The two ambulance attendants were excellent. Very caring and sympathetic.   |
| Long wait 2 hours.  |
| The staff did their job well.   |
| Paramedics were very kind, approachable and professional.   |
| To congratulate the service on a first class job.   |
| Arrived very promptly, were very sympathetic and helpful.   |
| Ambulance came as soon as possible, but when it arrived at hospital seen to straight away. But I had stroke.  |
| Was told I would 6 hours to wait, were here in under 2.   |
| The care giving to me was excellent and nothing was a bother.   |
| The paramedics were absolutely amazing. My husband died a few days later.   |
| Lots of questions that had to be quoted word for word to an elderly person with hearing difficulties.   |
| I rang for an ambulance for my husband who had chest pain, it took me about 4 minutes to get through then it took 3 hours for an ambulance to get to him.   |
| Paramedics were courteous caring and I felt I was in good hand. Commentary was clear and informative from start to finish. Can't praise them enough   |
| Paramedics were very attentive, ambulance arrived promptly  |
| I was in a panic and the 999 responder helped by being calm and reassuring throughout the call care received by ambulance staff was excellent   |
| The call handlers were good however I feel that the scripted questions perhaps did not portray the severity of the incident. Despite being advised of being the highest priority call we still waited 2 hrs for the arrival of the crew. Once the crew was in attendance they were very good and dealt with the emergency fantastically we rate the crew and call handler highly and fell they do a good job. The comment is only neutral due to the wait time. |
| Friendly helpful considerate staff  |
| Arrived earlier than expected and wholly professional throughout.   |
| They arrived very quickly   |
| Very good 10 out 10   |
| My daughter tried to get an ambulance for me but was told she could not get one for 4 to 5 hours so she phoned 111 and they came with in with in 1 30 mins.   |
| The initial care was good however even after assessing my ankle they still told me I could walk and one paramedic helped me up, I have 4 large steps out of my bungalow which I managed to hop down (had double knee replacement previous) then they told me to step up onto the ambulance I cried out in pain it was excruciating, turns out I had cut through my ligaments and tendons and should not have been walking on it let alone climbing stairs       |
| I got the advice I need while waiting for the ambulance to arrive   |
| The person on the phone was quick and gave good instructions along with showing compassion  |
| It took 2 hours to come but we no why got mother sorted and in to hospital .never expected her home,, but to the work you did she came home yesterday thank you   |
| I was contacted regularly to let me know how long I would wait and to ascertain if my condition had worsened  |
| Arrived within half and hour of our call and the ambulance workers were calm and professional   |
| Ambulance crew and telephone staff were very helpful and friendly   |



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| Understanding the significant pressure the ambulance service is under at present and with no sign of relief being provided by the government, the 40 minute wait forecast was only to be expected. It was only exceeded by a couple of minutes and was highly acceptable. Well done.  |
| It took over 5 minutes for the 999 operators to answer and 3 hours for the ambulance to arrive on a day when the temperature was 37 degrees and my wife was lying injured outdoors on our patio.  |
| Efficient, informative & very efficient.  |
| Arrived within 15 mins  |
| They came quickly, and were helpful and reassuring.   |
| The response was simply fantastic. Very reassuring and calming.   |
| They were very good and made me feel at ease.   |
| Excellent service. My 79-year-old mother was having breathing problems due to the corona virus, the ambulance crew was quick, efficient and friendly. After a short stint at hospital my mam is back at home recovering. Thanks to the NHS, especially to the ambulance crew who had us feeling like she was in very safe hands. 5 star service |
| Absolutely outstanding service, helpful, friendly couldn't do enough  |
| Pragmatic and professional staff  |
| Was well looked after by the two paramedics   |
| Arrived within 15mins. Staff were brilliant with my dad. Spent about 30mins getting him stable and then promptly took him to hospital   |
| Having called a ambulance and given a possible 2hour wait they gave me priority and arrived after 15min the three people attended to my wife and decided she needed to go to hospital all three were brilliant and put my wife at ease excellent service  |
| A1 service start to finish  |
| Excellent service and advice. Call handlers were very friendly, supportive and professional.  |
| A bit of delay  |
| Lady who answered call was very polite and helpful knew patient was struggling and let me tend to call  |
| Ambulance staff were excellent in their care and treatment. The wait of 3 hours for an ambulance for category 2 was disappointing.  |
| It took over an hour for it to come   |
| The ambulance arrived within 10 minutes   |
| Courteous and caring. Extremely thorough.   |
| I rang for my farther who was barely conscious and was struggling to move and it took 3 hrs for the ambulance to come.  |
| Can't fault the paramedics who attended my Husband but we had to wait 7and a half hours for an ambulance to attend.   |
| Excellent operator, very reassuring and professional, thank you so much my mum was in very safe hands and due to prompt action doing very well, you are angels  |
| I was held in a queue which was disconcerting although a person came on the line and prioritised my emergency   |
| I found the two operatives to be sympathetic and very professional. They were obviously very busy but dealt with me effectively without rush, they delivered me safely with the minimum of fuss to A&E.   |
| Friendly but not to friendly  |
| Paramedics excellent as always. 999 operator needs urgent training. My life was put in danger because of her.   |
| All paramedics were pleasant and efficient and caring.  |
| Excellent service   |
| Because of the length of time of arrival  |
| Excellent service and very helpful. reliable, arrived within 1hour.   |
| Far too many questions to answer when the situation was quite urgent  |
| Everything was explained to us by the paramedic   |



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| Paramedics were very caring polite and professional.   |
| Personnel in the ambulance were excellent, knowledgeable and friendly  |
| The staff were lovely, took the time to talk and build a rapport and explained everything. Nothing felt rushed.  |
| They dealt with my situation well put me at ease.  |
| Very pleasant and caring ambulance staff, I wait for ambulance not too long.   |
| Very considerate staff, very patient, very kind, very knowledgeable.   |
| Because the service was very good.   |
| Very thoughtful and thorough.  |
| Arrived in approx 10 mins. of call.  |
| If it was just down to the staff I would have given top marks, the fact that the ambulance took over 2 hours to arrive is where the service overall dropped. I understand that this is not down to your staff but to the way the service is being run  |
| Although it wasn't a blue light emergency the crew arrived within 90mins of a telephone consultation with the emergency services. They were very professional throughout the visit and solved the problem quite quickly, chatting and informing us of the checks and test results at every stage.  |
| The crew was exceptional. And when I asked the male paramedic to leave the room *****. The female driver was so caring and understanding of my mental health thank you to the crew 🙏❤️   |
| Delay in phone call being answered. Delay in ambulance arriving. Paramedics excellent.   |
| Quick on arrival and very good paramedics , very compassionate   |
| I have never felt so at ease, from making the call to the paramedics coming out.   |
| Superb service , why can't you be better funded  |
| Professionalism and caring .   |
| Paramedic was very thorough and put my dad at ease. Great level of service   |
| They were very helpful. Friendly. Put me at ease. And very good taking me to hospital  |
| Quick response, very kind and reassuring paramedics, clean ambulance. Very very grateful for them and the work they do we are so lucky   |
| We're very efficient, pleasant & helpful, made quick decision to take my husband to hospital.  |
| Crew excellent   |
| The lady that took my call was very professional and asked me all of the relevant questions on a timely manner The Ambulance crew were amazing and we felt really well looked after  |
| Brilliant service saved my mams life   |
| Paramedics that came to help were excellent, you should be super proud of your staff   |
| Efficient service from call handler, and paramedics  |
| Call handler was very calm, slow and took as much information as needed while already sent the ambulance   |
| I have a history of sah, I was unwell 111 ordered me an ambulance I was in hospital for 12 days, with a leaking spinal fluid, I needed urgent medical attention, I came out, and I took ill again, unknown to me I had contacted covid-19 whilst in hospital, the paramedic asked why I needed an ambulance, I really felt confused, and wasn't going to go back to hospital, but due to my history I reluctantly went, I thought I had meningitis again, but I had covid. |
| The paramedics that came were both fantastic and they made me feel very comfortable and at ease  |
| Took 3 hours then the crew were totally obnoxious..!   |
| Ambulance staff were absolutely great, especially under current circumstances. Ambulance was for my elderly mother. However, I waited minutes for call to be answered. This could cause major distress in more serious situation such as heart attack, stroke, accident and could be difference between life and death   |
| The paramedics were competent and considerate.   |
| Person was very polite, friendly and helpful   |
| Immediate response to my condition.  |
| Very prompt, professional and courteous. An excellent service when we needed it  |



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| Care I was given from the Ambulance Team and Paramedics was excellent   |
| The service is absolutely marvellous the men and women who serve should have pay rise and a medal thank you all xxx   |
| Very prompt and really helpful ambulance personal   |
| Was faster than I expected considering all the media about delays.  |
| The person that answered the phone was helpful and then the ambulance crew were super nice!.  |
| They treated me well they were very good what they were doing and very respectful. They were so kind too,   |
| Clear Communication   |
| The call was answered quickly and the lady was calm and reassuring, explaining why she was asking questions and what would happen next  |
| Ambulance arrived within 30 minutes   |
| Very quick response, lovely crew.   |
| Waited 2 hours. But crew were great   |
| The paramedics were extremely reassuring, calm and friendly. Couldn't have asked for anyone better, best service I've ever had.   |
| Excellent service and very quick  |
| Quick response. Helpful friendly professional staff who communicated well.  |
| At a time of stress, it was nice the way they handled it professionally.  |
| Quick, efficient, caring service from the call taker through to the ambulance crew attending. I was not the patient.  |
| Great help on the phone while we waited for just 9 minutes Spectacular service and to great guys, new there stuff and were well versed in keeping you relaxed and not panicking 10 out of 10 on all aspects   |
| Very professional and very helpful  |
| Because I received several repeat calls but never an update on my ambulance   |
| Very fast. My husband had a stroke and they came to help me very quickly.   |
| As per normal the service provided was A1. All attendees where nice helpful and professional. They were very very patient and polite and made my at ease.   |
| The service was professionally explicit and caring.   |
| Confused by your ambiguous question relating to both the 999 service and the emergency ambulance. The ambulance and hospital staff were excellent despite their workload. The first call responder appeared inexperienced, made a recommendation then changed it, then sought advice which was not available, and reverted to plan A.   |
| We didn't wait to long for them and the service were in touch   |
| We waited over an hour for the ambulance, which given the situation wasn't ideal. However when they arrived, they were very nice, friendly and very helpful.  |
| Because you provide an amazing service to people who need help  |
| The staff on the switchboard kept me up to date with progress and the paramedics were very kind and helpful   |
| The staff very good to me. Keep me calm and relax. Really nice couple no problem with me  |
| The ambulance arrived within 20 minutes the staff were professional and caring they explained everything too me what they were doing amazing guys and service overall thanks  |
| The attitude of the staff was amazing they had just came from a call where they lost the person   |
| Husband had a heart attack. He was unresponsive when I phoned. BP very low. Ambulance took 45mins to arrive. One of the crew stated that my husband had fainted because I had given him his gtn spray without firstly checking that he had a strong radial pulse. They then asked if I wanted him to go to hospital, even though his BP was still totally erratic and he was ill. |
| I was in extreme distress and just needed help. To be asked 100 irrelevant questions, when I could barely speak in my panic and discomfort was ridiculous   |
| I was in a telephone queue for 3 minutes which felt a long time under the urgent circumstances  |



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| Prompt and very helpful response.   |
| Brilliant people deserve pay increases.   |
| Ambulance arrived quickly very professional crew who were friendly and communicated well  |
| Tried to put me at ease & help me as well as doing lots of tests and then take me to hospital.  |
| From the initial call, the handler was excellent and sought advice due to the nature of the call. Decisions were made in a timely manner and the ambulance arrived in good time. The crew were outstanding, knowledgeable as expected and very polite.  |
| I had to call 999 twice when my son (18 months) was having seizures. The first time it happened, we didn't know what was happening and thought he was choking, and they were so calm, professional and patient with me, despite me panicking hugely! I would love to thank those call handlers and paramedics for their help, I really appreciate their quick actions and advice when I genuinely thought I was losing my boy. Never will I forget the amazing service we received. |
| I received more care from the paramedics than I did the hospital  |
| Prompt service and excellent staff - very caring and understanding of the situation   |
| Because they were professional and understanding as my husband has a brain tumour and his speech is affected badly and he's embarrassed but they made him feel at ease and took time and care with understanding him. Nothing was any trouble I know it's their job but they were friendly and explained everything.  |
| Speaking to the call advisor made me feel at ease in a horrific situation.  |
| First rate service fast and very efficient, the staff were very professional they covered my every need to make me feel at ease and comfortable, can't rate the service high enough   |
| They turned up quick and were reassuring and took my son to hospital.   |
| The paramedic and assistant were brilliant and put us at ease during the whole time reassuring and very efficient and friendly too thank you so much for all of your help we really appreciate it ❤️  |
| Arrived earlier than stated, fast, efficient courteous service  |
| Here within 20 mins and looked after my wife with first class treatment until getting her quickly to hospital.  |
| I waited with broken tibia and fibula FOUR HOURS for an ambulance. Treatment by para medic and ambulance crew fine/outstanding.   |
| It took 2hrs My mam is 72 she was outside late night with a head injury which need 10 stitches And a leg injury which had need 5 times to go back to A&E The staff are fantastic we know it's not any ones fault  |
| Took over 10 minutes to answer my call. Ambulance crew where fantastic  |
| Calm and considerate paramedic really helped me calm down I am 6 months pregnant he really helped me  |
| Paramedics where lovely made patient feel safe  |
| Was quick to me   |
| Gud service   |
| Decent response time and excellent professional help from staff Really pleasant supportive and helpful thank you  |
| They arrived quickly and did wat they had to do superbly  |
| We had to get an ambulance in Wales which took 18 hours and NE ambulance came within 4 hours , paramedics were fantastic they are undervalued we were quite distressed and they did everything they could for us .  |
| Very clear and professional   |
| Call answered immediately and crews who attended were friendly and compassionate  |
| Quick response. Helpful and reassuring.   |
| Waited just over an hour before ambulance arrive lovely team very concerned that I was not in pain gave me gas and air to help when being moved in to ambulance 100% care given   |
| Ambulance arrived within 15 minutes of the call. They were extremely professional and very caring. Even looking after my little dog . I'm truly grateful for their service.   |
| I explained what the problem was and they were quick to realize my dad needed an ambulance straight away  |
| Very polite and professional they put you at ease when you are feeling anxious.   |



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| Operator was very good and polite and the paramedics were fantastic  |
| Call handler and crew were great but concerned about how long the wait was for a call that had been made priority.   |
| The ambulance arrived within 5 minutes of the call for help ended. A brilliant response time.  |
| Waiting time of over 2 hours with 89 year old lying on the floor with broken pelvis  |
| The ambulance came very quick  |
| Lovely lady very calm but why so many questions when someone really need s an ambulance. Not the operator's fault.   |
| Takes too long for ambulances to arrive.   |
| The staff were really understanding and helped lift my partner from the floor  |
| Had to wait 1hr 20mins for ambulance but when they arrived all good  |
| Very helpful   |
| From first contact everyone was extremely helpful and polite   |
| When the ambulance crew arrived they were very compassionate.  |
| Given the delays and back log I considered an hour wait acceptable , the NHS and ambulance service do an amazing job .   |
| Paramedics real helpful with 19 month old and reassuring explaining everything doing   |
| I was treated with kind, professional care.  |
| the ambulance staff where very nice and professional taking care of me   |
| Crew were professional but friendly  |
| Ambulance crew very professional   |
| Excellent support from call centre staff. Kind compassionate and professional support from the ambulance crew.   |
| Lady was clear in telling me what I needed to do to help, y giving instructions as to what I need to be doing once off the phone and keeping me calm. Lady said ambulance was a priority then explained they really busy but would definitely be there within the hour but arrived within 15 minutes of hanging phone up |
| Quick response and knowledgeable staff   |
| Advised by MacMillan to call ambulance   |
| 12minutes to answer the call, put through to Liverpool ambulance service as north east were not responding. A further 25 minutes until ambulance arrived.  |
| Excellent service  |
| Paramedic was very reassuring and was excellent with the baby.   |
| THIS service is absolutely amazing, fantastic could not fault .  |
| After a long wait the service was good.  |
| Very quick arrival of ambulance. Calm supportive support on phone awaiting ambulance   |
| Came to get in a short time together to hospital <input checked="" type="checkbox"/>   |
| They arrived in under an hour and they did everything they could .....unfortunately the same can't be said about the atrocities of A And E .....   |
| Call handler was very calm and understanding of my situation Ambulance crew were excellent felt valued and cared for they also listened and gave me choices felt assured they were doing the best for me   |
| They help and calm you down so they can do there job a lot better. And very friendly   |
| The service was good mam had a thorough examination and was calmed before being taken into hospital but it was a long wait for the ambulance   |
| Fast response with very kind call handler and paramedics   |
| I cant not thank the ambulance crew enough. They were both professional, friendly and super helpful. A credit to the NHS   |
| They arrive at the quickest possible time  |
| The 2 guys who turned up were so professional and had a lovely, warm way with the patient, putting her at ease. Makes you feel proud when we have guys like these looking after us.  |



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| Partner had broken his leg, paramedic stated didn't think was broke and prob just torn ligaments and went on to bend the leg back n forth and try get patient on the chair, turned out needed external fixation device for severe fracture   |
| My dad waited 2 hours on a bathroom floor waiting for an ambulance   |
| Paramedics were a great caring team. Really took care of me.   |
| Responders fantastic but operators less so even refused to send ambulance when could hear my partner screaming in pain   |
| Excellent call taker Ambulance crews who attended were calm and friendly throughout  |
| Superfast at getting to us, very professional  |
| Waited 3 hours whilst my dad was having a stroke   |
| Prompt response  |
| Both the 999 operator and the Ambulance team were extremely sympathetic and helpful  |
| Ambulance arrived within half an hour. Paramedics were caring and professional. They provided brilliant care and advice to my husband.   |
| Very quick, very efficient, very polite and friendly approach second to none   |
| From the first person answering the call to being admitted to hospital everyone was very calm polite and reassuring best people ever to have on your side  |
| The response was very quick, much sooner than the 1.5 to 2 hours advised. The ambulance crew were totally professional and helpful throughout and dealt with the situation superbly.   |
| Quick response, caring team on arrival.  |
| When the ambulance finally arrived the paramedics were excellent very professional in what there are trained for cant thank them enough  |
| I was told to ring 999 by my doctor's surgery to arrange transport for my husband whose wound had burst open so I felt so guilty ringing 999 but was made to feel that I had done the right thing  |
| In an emergency situation I was on hold trying to get through to operator for a long period of time. They also block your phone so you can't call anyone else. And ambulance took a long time to get to me   |
| Longer wait than ideal because of weight of calls, but otherwise service was excellent.  |
| Very caring friendly people.   |
| Helpful and polite   |
| As quick as they Could be. Kept in touch with us while we were wait  |
| First class and exceptional service from the two crew who attended within 10 minutes of call to attend to my heart attack. Professional and reassuring from the moment of arrival till departure with informed advice on what to expect on arrival at the Freeman hospital where a heart procedure could be expected to be undertaken immediately. Can't thank the crew enough for looking after me and my wife throughout and displaying a level of skill which we found exemplary. |
| Good clear instructions on the phone   |
| Ambulance with us 15mins after call. Paramedics courtesy caring and very helpful   |
| Polite and friendly  |
| The ambulance was with me I was treated and taken and admitted to hospital within 45 minutes   |
| Ambulance took around 20 minutes to arrive. Very professional team. Excellent service and got to hospital in good time as it was a stroke. Thanks to the paramedics for their attention to detail.   |
| From initial call to arrival was kept upto date with progress.   |
| Although advised the ambulance could take up to 90 mins it arrived in less than 10. The staff were brilliant, friendly and reassuring while professional and competent.  |
| Very good  |
| I know you are under staffed and over worked right now. But due to the waiting time my mum died.   |
| The service was quick and the team were brilliant  |
| The 999 response for a ambulance was quick and got me sorted   |



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| The first ambulance i had to phone was at address without 20 mins the second one was at address within 50 minutes not so good as we thought my dad was having a heart attack but both lots of paramedics were brilliant.  |
| Excellent service, professional and attentive, wonderful service.   |
| Very professional under terrible strain   |
| Prompt response and professional crew made me feel at ease.   |
| Despite the volume of calls to the service I was considered to be a priority. The ambulance arrived very quickly and the excellent crew had me checked over and on my way to hospital. They were efficient, and reassuring.   |
| Polite factual and concise  |
| The ambulance crew were excellent and attended 100% to my wife  |
| Prompt and caring or my husband. The crew were calm and professional which was a great help to us both  |
| The call handler decided my husband did not need an ambulance. Later that day, following a call from urgent care, he was taken to DNH and transferred to JCUH the following day, where he remained for 8 days. This was despite me giving his obs and the comments from 2 health care professionals. It is obvious he needed urgent care.                     |
| Friendly service and made easier even though they have such a difficult job and was to put at ease  |
| When I called the ambulance was on scene in about 7 mins and a second ambulance turned up a few mins later with paramedics to assist the technicians already on scene.  |
| We had to wait a long time for the ambulance to attend (approx 5 hours) after the NEAS paramedic from the doctors surgery called for the ambulance. However the ambulance call center called repeatedly to inform us of further delay and tell us if the matter became an emergency to call 999. So we were very happy with the information updates provided. |
| Operator very calm and efficient took all details and gave instructions on what to do while waiting for th ambulance.   |
| The ambulance arrived fast and the paramedics looked after me   |
| The 2 people were so good with my mother managed to keep her calm and kept me up to speed with everything that was happening  |
| The service from NEAS was excellent but the call waiting time for answering was worrying as it was over 7 minutes.  |
| From making call. Response was very good maybe 15mins to paramedics arriving  |
| Made to feel comfortable and they were very professional  |
| I cannot remember what the response time was but it was very quick. Less than 45 mins. I was impressed. The people I spoke to on the telephone were very good.  |
| Very nice with my fad   |
| The two ambulance men that came within 20 mins were very reassuring and calmed me down  |
| When I contacted the ambulance service on behalf of one of my tenants in the sheltered accommodation where I work:, the girl who took the call was so friendly and helpful. It took under an hour for the paramedics to arrive and the were brilliant. A fantastic service !!   |
| The ambulance arrived very quickly 15/20mins, after being told it would be an hour. The telephone operator & paramedics very calm & efficient.  |
| I had to hasten the call as my father in law condition deteriorated and this was dealt with very sympathetically and efficiently. Much appreciated  |
| I gave this answer because we waited 3 hours before anyone arrived but the service was second to none when they arrived.  |
| The call handler was sympathetic with a caring nature. Ambulance arrived promptly within 10 minutes of 999 call. The x2 paramedics were professional, efficient, calm and friendly.   |
| The 2 paramedics were amazing.. I cannot fault them at all. However the initial telephone contact was unpleasant. A long wait to get through to a person and then told could be 2 hours before help came. Very distressing and in some cases could be life threatening  |



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| Ambulance control were really good they were phoning back to make sure I hadn't deteriorated and updates on ambulance paramedic car arrived and took me to hospital  |
| Very efficient, excellent bedside manner, professional and knowledgeable.  |
| My husband was having a suspected heart attack and the call handler was lovely and extremely professional. She made me feel less panicked and worried.   |
| The ambulance men were very efficient and we felt very safe in their care they were attentive as they took my husband to hospital and right up to the doctor/ nursing staff taking charge.   |
| The ambulance service was brilliant. Did not have to wait too long. I did not wait long for the ambulance. The wait time at hospital was long. 4 hours on tarmac, 3.5 hours at the entrance of A and E. The paramedics remained with me for approx 7 hours before they handed me over to hospital staff                  |
| The paramedic and ambulance responded quickly to our emergency and dealt with the incident with compassion and professionalism.  |
| It was only a short wait for the ambulance to arrive. The Ambulance men were very good providing reassurance and took mr to A and E  |
| The staff on the ambulance and the phone lines were first class  |
| Speedy response to my call plus each team member knew his/her duties.  |
| A very quick response from the Ambulance   |
| The ambulance/paramedic that attended were fantastic but on arrival had to stay with us as the hospital was unable to handle the patients queued up in the corridor/ambulances outside. Drastically under staffed and paramedic waiting around hours between jobs is a waste, NHS needs to sort its staffing issues out. |
| I have to stress the ambulance was called for someone other than myself who was experiencing a heart attack. The control room staff were excellent and arranged for the ambulance  |
| From the operator to the ambulance crew I was treated with respect.  |
| I didn't have to wait very long before the ambulance arrived and the paramedics were very sympathetic and professional and got me to hospital very quickly. Excellent service  |
| 50 mins to get to a suspected heart attack .   |
| Gave advice while waiting for ambulance  |
| They arrived very quickly  |
| They saved my life as I was having a heart attack.   |
| Fast response very caring  |
| Friendly efficient and professional. Reassured me and advised the possible wait time, which although could have been an hours wait it wasn't, but by giving honest advise I was reassured that I would be looked after.  |
| Thought we had to wait 60 to 90 minutes. We waited 15. Quick response arrived first checked my wife as soon after he asked for paramedics they came shortly after. Checked her then took her to hospital. She had collapsed lung. Well done to all involved  |
| I made the call for a service user as I work within the care industry, the paramedics where very professional and caring and showed appreciation for everything I did whilst present and before they where present, they made me feel comfortable around them and I felt my service user was 100% in safe hands.         |
| The call handler was very helpful and the ambulance came within 20mins. The paramedics were courteous & very professional. They told me everything they were doing and kept me informed of everything that was happening.  |
| The staff were brilliant but took 2 and half hours for ambulance to come and I was bleeding out  |
| The ambulance crew were fantastic with my mum. Very calm, reassuring and supportive. They took such wonderful care of her. They made a very worrying time much easier.   |
| The call handler was excellent, she kept me calm and was clear as to what to do and reassured me, the ambulance came very quickly and the paramedics were brilliant  |
| They treated me very well  |
| Service was good all staff good. Emergency ambulance took a long time for a stroke patient over an hour  |
| Ambulance came with in 10 mins staff were brilliant.   |
| Extremely helpful, friendly and approachable staff, expertly trained this was apparent and as a family we felt safe in their knowledge ability and presence  |



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| They kept my partner calm  |
| All paramedics go above & beyond this was a second time call out for my partner, they made him feel cared for & understood his condition.  |
| Waited 2 hours for ambulance   |
| Care and professionalism of all staff involved excellent, 8 hours wait time for an emergency call not so excellent :( I get that's on the government not the staff they're amazing   |
| Very quick response  |
| Very quick response and very professional treatment  |
| Saved my life  |
| Although the response was a little slow , the service and professionalism of the crew was exceptional and I could not thank them enough for the help provided. Please pass on my thanks to the crew.   |
| They attended within about 20 minutes , very professional & carried out the standard procedures with reassurance all the time .  |
| The operator was very calm with me as I was in lots of pain. She reassured me. The ambulance arriving was very quick and the paramedics were amazing. Very calm, talking me through the process, telling me what steps needed to be taken. And always telling me a step ahead what needed to be done. I am a very nervous, anxious person and they made me feel extremely calm even though I was in severe pain. |
| My wife could not breath and was losing circulation in her legs, I was given a wait time of 90-120 minutes. Luckily an ambulance was in the area from Sunderland and it arrived at 35 minutes.   |
| The crew arrived in good time, very professional. They kept my spirits up and made the process more relaxing. Would use again. 🙏   |
| Residents having to lie on floor for four hours with suspected breaks  |
| The two ambulance men were extremely efficient and very kind to me through out from getting me into the ambulance at home and in to hospital. It's a truly wonderful service especially during the difficult times we are experiencing.  |
| We waited 4 hours for an ambulance with a person who took an overdose  |
| Two young women from St John ambulance had a tricky job ,as accident was in the allotment, both were fantastic put both myself and wife who had accident at ease with their methodical approach  |
| Really quick, very thorough.   |
| Crew were friendly, understanding, professional and informative with myself and family.  |
| Ambulance staff, very caring and knew how to reassure me did everything to make me comfortable and help me relax.  |
| Prompt response by operator (doctor call and fast ambulance).  |
| They spoke to me all the time. Let me know what they were doing.   |
| I'm 84 no relatives - live alone, waited a couple of hours for ambulance. Very poor mobility - disabled.   |
| Well supported felt safe and everything explained to me, very kind and caring staff.   |
| Overall service provided was good.   |
| NHS staff were very polite and helpful.  |
| Ambulance arrival time given as 30 minutes but arrived in 20 minutes.  |
| When called came very fast. Didn't have to wait long.  |
| Pleasant and helpful.  |
| Professional, polite and attentive.  |

**Anything we could have done better?**

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| Only quicker arrival time for ambulance otherwise service excellent. Paramedics have all been excellent.    |
| Act quicker. Without checking for heart attack or stroke symptoms, which were irrelevant to this situation. |
| Got to him quicker  |
| Maybe the times of when you say they will be there  |



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| Faster response time. Allow call handlers the freedom to use expertise and divert from their script. We can not fault the attending crew and the care provided   |
| Everything   |
| Wait time 70 mins for a patient who had the onset of sepsis and couldn't breathe. Could have so much quicker   |
| Response time could have been a lot faster   |
| Answered the 999 promptly and had the ambulance arrive more quickly.   |
| Faster response time.  |
| Been quicker   |
| Get there in the 30mins you said.  |
| Rang me back to get an update in my Husbands condition which was an emergency  |
| Sent the ambulance straight away as my condition necessitated this. Suggesting a clinician would ring back instead of the ambulance was shocking.  |
| Get more staff and help people who really need help a lot faster like you used to.   |
| The crew were absolutely fantastic couldn't ask for more they were lovely  |
| Improve attendance times   |
| It all just took too long, no need for so many questions when they could be answered after the ambulance had been sent   |
| Time to arrive could have been quicker but I understand how much pressure you are under.   |
| Quicker response times   |
| In our case nothing more could have been done better.  |
| Answer phone straight away. Ambulance arrive quicker.  |
| You couldn't have done anything better.  |
| Obviously need more staff but overall they were excellent .  |
| Everything was absolutely perfect.   |
| Improve waiting time   |
| Appreciate how busy it is , but the response could have been quicker   |
| Just my accent confused a little but, but nothing anyone could do about that   |
| Maybe of checked my history, and the second ambulance paramedic could of been more sympathetic and understanding, as I would not have rang otherwise, I also have hemiplegic migraines, but as I said I was suffering with a migraine, as if I had I wouldn't have been able to speak, also I had received a blood spinal patch previously, I spent 4 more days in hospital with covid-19. |
| Get to places faster and have crew that are not arseholes  |
| As previous after stating which emergency, I waited minutes for the call to be answered. Which could be the difference between life and death.   |
| The paramedics where lovely however when I rang 999 for my 2 year old who was all floppy with breathing difficulties it took them 24 minutes to come and that was high response on blue lights apparently. And the woman I spoke to on the phone a had no compassion at all  |
| There's nothing I can think of in my circumstance.   |
| The call handler told me to give my 15 month old son paracetamol for pain relief which is dangerous for someone that young. As far as I'm concerned she needs to be retrained or something because that advice is dangerous.   |
| Arrived quicker - more than 40 minutes - and placed patient in ambulance without outside assistance  |
| Just increase the number of ambulances and medic in order to reach patients faster.  |
| Kept me informed accurately and truthfully   |
| There wasn't anything that you could have done better  |



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| If waiting time had been less I would be happier, however this is not a complaint because I totally understand the situation   |
| You could have believed me when I phoned 999. He had a previous heart attack and had presented the same way. I'm a nurse, I knew that my husband hadn't just fainted. The crew should have blue lighted him to hospital and monitored him on the way there.  |
| The number of questions for help in an emergency situation, should be much more concise. Listen to the actual persons anxiety rather than ticking boxes  |
| Answered immediately   |
| Timescale was a little long but obviously a busy service   |
| Got there sooner   |
| Answer sooner someone could lose there life. Thankfully we were lucky that night   |
| We live in rural location and postcode sends you wrong way. I told the operator this but it was not passed onto ambulance driver. He could not find us so we had to go find ambulance  |
| The actual ambulance service was spot on , the only thing wrong is the pressure the paramedics are under. Ours were right out of the way to come to us and radio never stopped for other patients , also they are stressed with making decisions about who goes to hospital as the hospitals are so busy , More help is needed for Paramedics and they should be more valued , |
| I had no complaints with my treatment. The only thing I found a problem was the time that the ambulances had to wait to get the patients booked in before they could leave for the next patient. Surely you could find a quicker method to this problem instead of having a back up of ambulances.   |
| Lobby the government to properly fund the service to allow better response.  |
| Have a lot more ambulances on a weekend  |
| Get to patients quicker within minutes not hours   |
| Got there quicker  |
| Try to lessen the arrival times.   |
| When someone else phone because you cannot and gives them all the information then they insist speaking to you but will not listen to the person on the phone does not help  |
| Other than arrive quicker there is nothing they could do better  |
| Hand over at UHND. Ambulance crew knew I hadn't had adequate pain relief. A&E triage treated me as a patient with a stiff neck who shouldn't be in A&E resulting in a 4 hour wait for adequate pain relief having suffered a sub arachnoid haemorrhage   |
| Shorter time frame to respond or make people aware during the call that this could take in excess of 30minutes so informed choices can be made on whether to travel if possible in a private car to get to the hospital sooner   |
| Come in less than hour and half  |
| Quicker response time  |
| More ambulance crew and staff  |
| Get more staff as the ones you have are rushed of there felt know the service is stretched but there cant be much worse than what had happened to my partner. It would be interesting to see the criteria list   |
| Sent an ambulance  |
| Response times but that is not the problem of north east ambulance   |
| Be put through to operator faster, not block my phone and for ambulance to arrive quicker  |
| Shorter wait for ambulance   |
| Just need more staff in the NHS. Not just paramedics but doctors and nurses. Totally u defunded forget 12years!  |
| Just get there earlier for what we thought was a heart attack.   |
| Listened   |



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| Excellent service   |
| We are aware of the situation in regard to admitting patients at the hospital tying up ambulances and crews for hours. Need to review the admittance process, to release crews quicker.   |
| As far as I am concerned the service was excellent  |
| Answered the call quicker   |
| Not having all the ambulances sat with the engines running outside a&e. There should be an electrical cable to connect to, to keep the vehicles working and stop everyone breathing in fumes!   |
| I don't think on this particular occasion the service could have been improved on, except maybe the ambulance arriving sooner.  |
| Employ more staff and stop putting stress on staff that are already employed  |
| Probably need more staff 999 should be answered immediately And arrival of ambulance much quicker   |
| The telephone receptionist could have been a little more humanist.  |
| Arrived a little quicker but I understand how busy things are   |
| Have more staff available but I no it's hard at the moment  |
| Been a lot quicker I had to wait two hours for an ambulance   |
| Improved response times 2 hours for a possible sepsis is unacceptable as the mortality rate of sepsis is greatly reduced if treat with 60 minutes of diagnosis and as full sepsis 6 bundle can't be administered in the community response should mirror need   |
| Wait time at the hospital as it impacted on the ambulance services ability to go back out to help the public at one point there was 12 ambulance staff waiting in a small area with their patients and they couldn't leave until handing their patients over. Their wait with us was 4hrs so over 1/2 their shift waiting |
| Just if they could have arrived a little quicker  |
| Paramedics came to see to my brother very quick. They were. Very professional. It's a pity about wait times at hospitals. But they kept monitoring my brother regularly to make sure he wasn't getting any worse  |
| There's nothing I can say what could've been done better.   |
| The wait time was ridiculous for someone in a grave situation, had it been 90 minutes my wife would have died.  |
| Came at a reasonable time limit   |
| Quicker service   |
| I did feel the 999 ambulance could have been more helpful. Kept asking how many mug fulls of blood have you lost! My kitchen was like a blood bath and sink was filling up fast. I said I didn't have a measuring jug handy?  |
| Arrived quicker - but due to backlog at hospitals I know this is the problem.   |
| Yes call at front of house not to park in [unreadable].   |