



# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: September 2022



**94.2%**

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

### Free text comments

**Positive free text comments**

The ambulance staff were amazing, nothing was a problem.

They were very thorough and helpful and very polite also put my husband at ease. They knew exactly what was wrong

Exceptional care. So kind and reassuring, very focused on what we needed

### Number of responses

**Print**

**52**

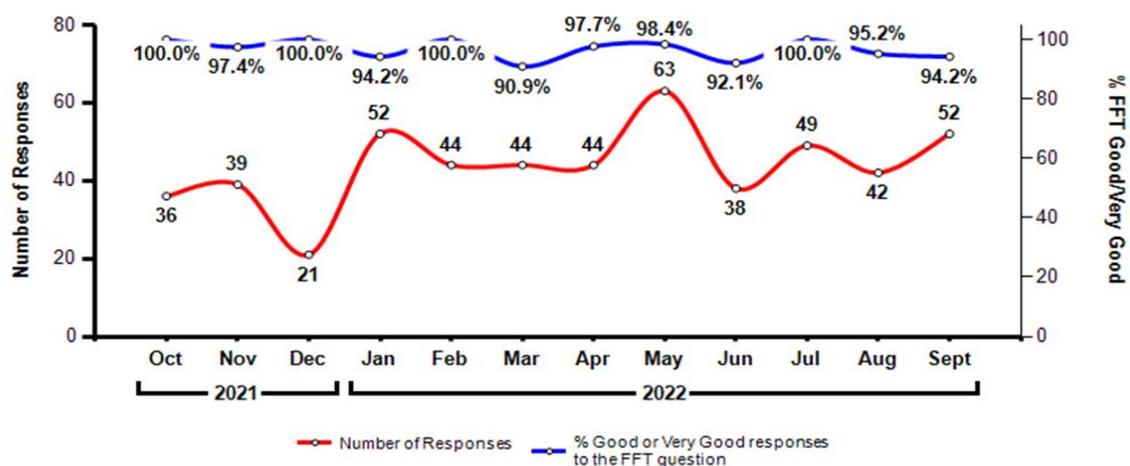
**Total 52**



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>49</b>	<b>94.2%</b>	<b>-1</b>
Very good	43	82.7%	+1.7
Good	6	11.5%	-2.7
Neither good nor poor	1	1.9%	-2.8
Poor	1	1.9%	+1.9
Very poor	1	1.9%	+1.9
Don't Know	0	0.0%	0

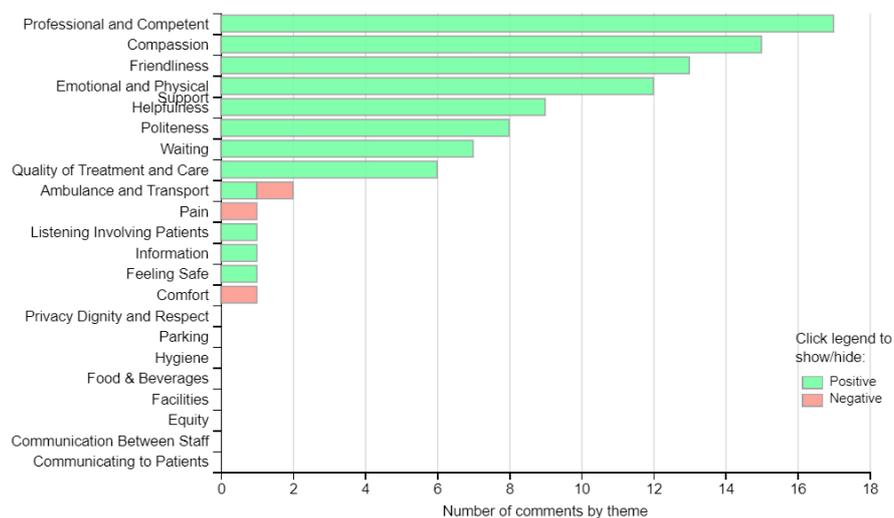
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





## Free text comments

Pleasant, efficient, I was listened to and the two girls were wonderful.
There was no problem at all.
Reasonable response time - [unreadable] call out. Pleasant and helpful staff who did all they could do to make sure that I was OK. Arranged follow-up support.
The service was excellent, and the paramedics were very polite, caring and thorough.
Quick response time.
Because the two of them were fantastic, excellent.
I phoned 111 about my blood sugar levels being 14 feeling dizzy and drunkenness. I was told from paramedic that it was basically fine to have levels at 14.
Because I did not wait long for the ambulance and 2 men could not have done anymore to help me.
They were both really nice and friendly.
Phoned twice 23-8-22 and 31-8-22 response time very quick arrived at my home within 30/45 mins paramedics were brilliant and a very caring attitude to my problem.
They helped in a difficult situation.
Exceptional care. So kind and reassuring, very focused on what we needed.
Prompt/thorough/effective/prof.
The two medics were very prompt, very professional, and pleasant. They also put me at ease when they did their "OBS".
Came much quicker from expected. Lovely people, considerate and kind.
They did everything they needed to do were very friendly.
Because both girls were lovely with me and very patient.
They came within the hour I called.
Call handler was attentive ambulance arrived within reasonable time. Crew excellent - caring and attentive.
They were very thorough and helpful and very polite also put my husband at ease. They knew exactly what was wrong.
Because they were excellent.
This answer honestly reflects my opinion of the experience I (service) encountered of the first class I received from the friendly and helpful ambulance crew in attendance.
During a diabetic hypo my spleen was [unreadable] and the operator still managed to get the ambulance to me.
They came straightaway to my call. So kind and very helpful.
Paramedics were able to treat my mother in her care home. Rather than distressing her or wasting vital resources.
Speaking on behalf of my mother and myself it has always been our lifeline when fear for our loved ones are unbearable.
The emergency staff were very pleasant and efficient.
Very efficient, friendly and understanding extremely professional. They calmed me down with their responses. They are all angels.
Prompt service. Lovely crews with very friendly attitude. Great!
Very helpful, friendly, patient, good advice given. Lovely telephone manner and very reassuring. First class service!
Very caring and efficient. The 2 paramedics were very thorough and professional.



Arrived in 45 minutes from [unreadable] call as it was an emergency to me to get me out of bed. Been lying since 5.30 am in morning. 7 am ish' rang. Two young ladies and a gentleman arrived they were spot on 10/10
Knowledgeable, helpful and friendly.
Quick arrival and thorough examination of my daughter.
I was assured that I hadn't wasted your time.
The ambulance staff were amazing, nothing was a problem.
Was acceptable in present circumstances with shortages of staff and vans.
Kind and helpful.
Very quick response.
Arrived within the two-hour slot which they said.
Arrived with the two-hour slot which they said.
Fast response, friendly paramedics, reassuring and efficient.
I was lying on cold floor over the 3 1/2 hours.
Simple, the service I received was good.
Lovely people who were knowledgeable, efficient, and very kind.
They are caring, courteous, very professional, know what they are about and a very welcome sight.
Knowledgeable, friendly and efficient.
Call answered immediately, crew on house about 15 minutes - full assessment I felt well received, cared for and in good hands.

**What could we have done better?**

Maybe arrived sooner but know they are very busy.
Better service between [unreadable] (emergency red pull cord) and NHS on a Saturday and Sunday.