



999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: September 2022



91.8%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Staff were prompt and very supportive to myself and my sister. They listened to what I had to say re concerns

I cannot fault the service from the phone call to the ambulance itself- the staff were friendly and professional throughout thank you

The team was very knowledgeable and had excellent personal skills

Negative free text comments

Because my experience was a complete nightmare, why are the staff not better trained to deal with people who cannot transfer out of a wheelchair

A man lay on the cold ground for 2 & a half hours with a head injury

For starters communicate with each other. Don't put the phone down on patients, have respect

Number of responses

Online	8	Total: 440
Print	28	
Text	404	

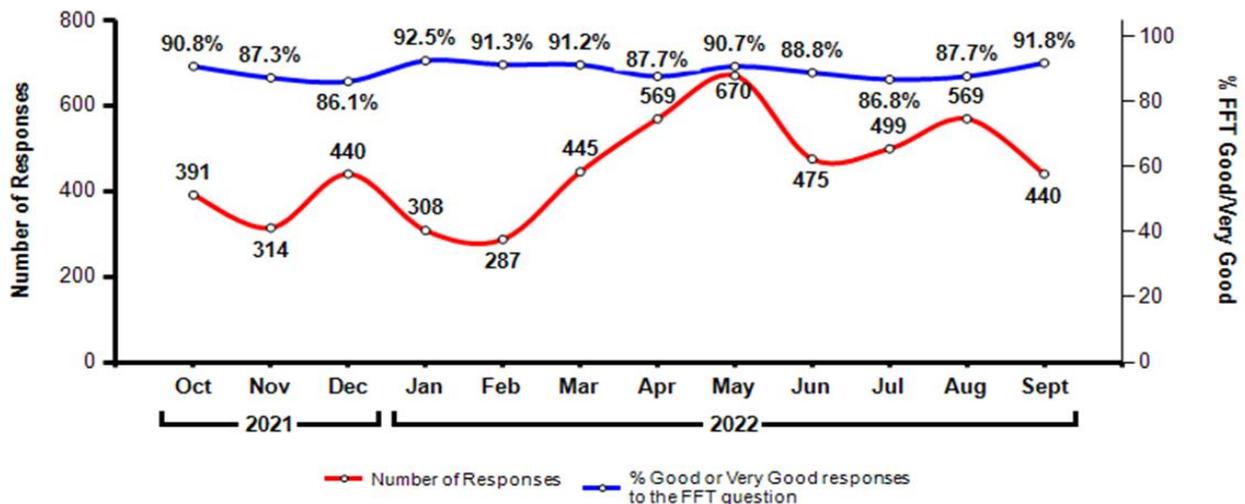


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	404	91.8%	+4.1
Very good	344	78.2%	+4.7
Good	60	13.6%	-0.6
Neither good nor poor	19	4.3%	-1.3
Poor	8	1.8%	-1.3
Very poor	8	1.8%	-1.3
Don't Know	1	0.2%	-0.1

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.

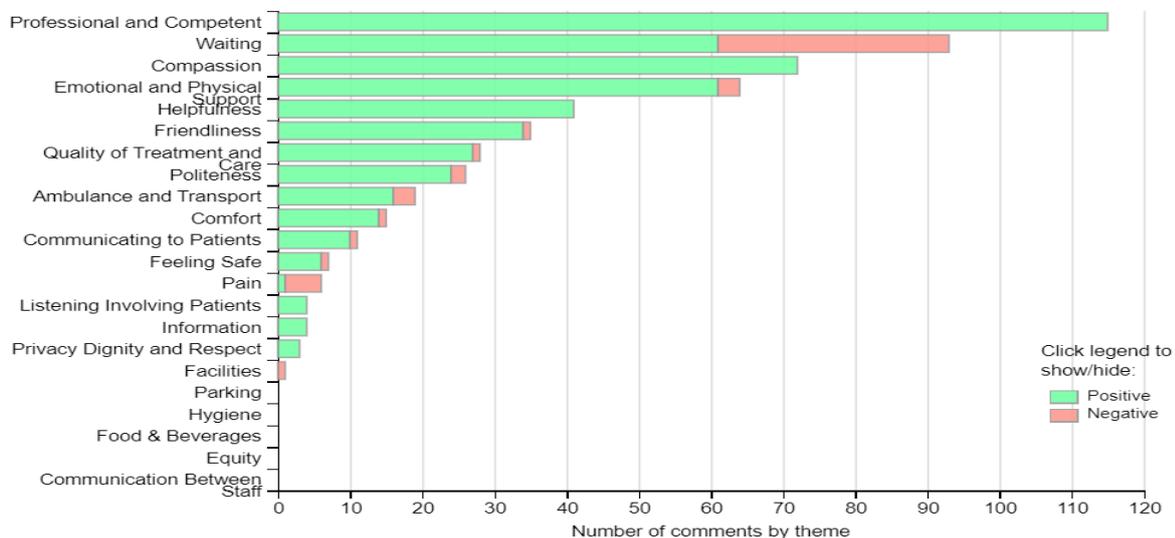
Survey trend graph

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
Total	91.8%	3.6%	440	344	60	19	8	8	1
NHS County Durham	87.9%	7.5%	107	77	17	4	4	4	1
NHS Newcastle Gateshead	90.3%	6.5%	31	24	4	1	1	1	0
NHS North Tyneside	100.0%	0.0%	16	14	2	0	0	0	0
NHS Northumberland	92.5%	1.9%	53	44	5	3	0	1	0
NHS South Tyneside	90.9%	6.1%	33	28	2	1	2	0	0
NHS Sunderland	92.5%	0.0%	40	34	3	3	0	0	0
NHS Tees Valley	93.1%	1.7%	58	42	12	3	0	1	0
No CCG	94.1%	2.0%	102	81	15	4	1	1	0

Results by Cluster

Cluster name	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.8%	3.6%	440	344	60	19	8	8	1
Alnwick	93.9%	2.0%	49	43	3	2	0	1	0
Backworth	90.5%	0.0%	21	14	5	2	0	0	0
Bishop	86.9%	8.3%	84	60	13	3	3	4	1
Blucher	100.0%	0.0%	14	12	2	0	0	0	0
Coulby	97.0%	3.0%	33	25	7	0	0	1	0
Cramlington	84.6%	7.7%	13	10	1	1	1	0	0
Hartlepool	0	0	0	0	0	0	0	0	0
Lanchester	90.9%	4.5%	22	17	3	1	1	0	0
Monkton	90.5%	7.1%	42	35	3	1	2	1	1
No Cluster	94.2%	1.9%	103	82	15	4	1	1	1
Pallion	93.8%	0.0%	32	28	2	2	0	0	0
Stockton	88.0%	12.0%	27	18	6	3	0	0	0



Free text comments

Super-fast professional service

Ambulance crews were absolutely fantastic could not fault them. They don't get the recognition they deserve. There is always a but Ambulance crew from the private sector who is contracted to nhs is letting the side down very disappointed

I cannot fault the service from the phone call to the ambulance itself- the staff were friendly and professional throughout thank you

Very kind and prompt. Empathetic and caring

Crew were excellent, totally efficient

Staff were prompt and very supportive to myself and my sister They listen to what I had to say re concerns

They arrived within 20 mins and we reasonably remote, the level of care was exceptional and so was their professionalism

Quick response considering the pressure the service is operating under. Crew were compassionate attentive and put patient at ease and sought best treatment options in a speedy and timely manner.

Prompt. Paramedic was extremely good

Didn't wait long paramedics were great

Paramedics where professional and kept me calm throughout

They we're very attentive and quick to respond

A man lay on the cold ground for 2 & a half hours with a head injury.

Because they were very helpful

Crew were excellent but slow response to chest pain and told 7hour wait for doctor.

They were though and handle the situation well

Fast and efficient and very thoughtful

Calm professional response from call handler and paramedics Explanation of question and plan of action Paramedics lovely with poorly person their family and myself

The service has never let me down when I need it

Our call was handled very effectively and the arrival time of the ambulance crew, although longer than desired, was acceptable.

Great help

They made me feel secure and safe

I only waited 1hour for my ambulance and the crew were amazing!

The ambulance staff were amazing Obviously the time could have been quicker but appreciate that is not the fault of the staff

The ambulance was prompt, but the crew were exceptional and couldn't have been better. Rather than take me to a and e they contacted the ward I had been discharged from and took me there direct thank you

Paramedics very friendly and attentive ...made sure I was comfortable for the whole journey to hospital

Very prompt, good advice on phone. Tram extremely pleasant seemed to know what to do, could not fault them.

Quick and friendly.

The two paramedics were exceptional in their ability, attitude, care, and concern. Level of empathy, expertise, concern for my welfare and speed were second to none.

The crew were very kind and professional and made me feel comfortable

Operator was lovely however ambulance took more than 2 hours to arrive

Rapid professional response

They were there in record time, and they were very good with my husband he did not want to go to hospital, and they calmed him and got him to hospital with no problems

Generally, it takes a lot longer than the response times for the category's

I was stuck on the floor In Very tight spot, and they got me out quickly without trouble



Medics were brilliant dealing with tricky situation good mannered and calming to patient who was distressed
Lovely ambulance service and nice to me and do a professional service.
Came really quickly. Lovely and friendly and very thorough.
Although the paramedics and the phone operators were good the time it takes to get anyone out is far too long. The phone operator asks too many questions that sometimes don't have one specific answer, they keep asking until they get a singular answer.
Professional and reassuring paramedics
The 2 staff were very pleasant and friendly. Didn't have to wait long
They were very efficient and put me at ease
Prompt arrival professional skilled paramedic
Paramedics brilliant
The paramedics that came to see to my mam were amazing
The ambulance staff were very reassuring, and they worked hard to try to make me as comfortable as possible. They were professional, friendly and knowledgeable and they stayed with me until a doctor took over
Crew was efficient. Sympathetic and dealt with the situation brilliantly
Arrived within 45 minutes
Quick to respond
Absolute disgrace you have to be half dead for anyone to help
Got told that waiting time was up to 2 hours but were with us with in 20mins. Team was friendly and attentive towards my dad and put him at ease. Dad didn't want to go to hospital but was told it was best and that he needed further intervention. The team were confident in their approach making dad comfortable in going to hospital
I was really unwell and the paramedics kept me calm and reassured me. They kept my spirits up on the way to hospital.
Because my experience was a complete nightmare, why are the staff not better trained to deal with people who cannot transfer out of a wheelchair
Although it took over three hours for a paramedic to arrive with oxygen, I was regularly updated and supported throughout. My 89-year-old mother on the other hand was so desperate for help with her breathing. It was overwhelming to witness as Getting her the help she needed was total out of my control.
My husband was taken ill and I rang for an ambulance that came within ten minutes. The team were very thorough.
Staff very helpful
Fast and efficient.
Caring, understanding professional
We asked for assistance with a diabetic child with an extremely low sugar level and the response was immediate. The care from **** and *** was outstanding. They were calm, personable and extremely professional. Their efficient manner made all staff feel confident that the child was getting the best of care and we are all extremely grateful
All very caring and know their job!
Prompt reply achieved. Kindness and professionalism always. All ambulance staff that I have had contact with gave 100% service.
The pain and worry waiting 5 hours for the ambulance to arrive. Very poor.
Everything perfect apart from waiting 2 hours for ambulance.
Polite and effective.
The ambulance arrived at my home within 20 mins of being requested
Excellent paramedics on the job (forgot their names) Excellent care provided and care decisions made Very polite and professional
Arrived within 1 and a half hours as understand busy service



The crew were amazing for calming me down and keeping my son happy and comfortable and reassuring me everything was fine (which it was)
Helpful staff all the way through from phone call to paramedics arriving
Because of the quick response and actions of the paramedics my wife will make a full recovery and continue to be active with the children.
Excellent response time
Waited nearly 4 hours for an ambulance and when it eventually arrived they had come from Stockton and unfortunately new to the area.
Ambulance was here in 20 minutes and were wonderful to my husband who had a mini stroke. Put us both at ease and helped us all the way to the hospital. Thank you and bless you.
I was expecting to wait longer than I did, both paramedics behaved with care and consideration
The Ambulance arrived in 20 minutes. Both lady paramedics were excellent, very professional. They conducted a thorough examination and said I had a high temperature which indicated an infection. I was given paracetamol. This diagnosis was verified at North Tees Hospital. The ladies put me and my family at ease, making me feel safe in their hands. The hand over at the hospital was quick and they even found chairs for my wife and daughter. We can't thank them enough.
Ambulance arrived within 30 minutes
Ambulance was there in 8 mins the two girls crew were very good can't thank them enough
The paramedics were absolutely privy's so brilliant
Quick to answer call and go through questions. Ambulance did take a long time due to prioritising which I understand
From the first contact everyone was kind understanding efficient and knowledgeable.
Very polite and friendly. Made me feel relaxed during a scary time.
The medical team arrived very quickly to tend to my friend who had been alone and unable to care for himself due to a fall for over a week. All staff we're extremely caring and kind. Good job guys. Thank you so much
Excellent very good
Long wait
I found the paramedics to be friendly cheerful and very efficient putting the patient and me at ease they were punctual and arrived when expected making my neighbour who was the patient very comfortable and talking to him all the time xx
We found a person lying semi-conscious on a local road the 999 persons gave detailed advice and support until the ambulance arrived. When the ambulance arrived, they were friendly but very professional dealing with the casualty and us keeping us informed of what was being done and next steps
Rapid response following 999 calls. Excellent treatment from Paramedics, could not have had better, thank you all for your outstanding care.
Staff were friendly and gave us reassurance. They explained to us what they needed to do.
My mam had an accident outside in Billingham when the ambulance arrived, they put my mam at ease and comfortable... very professional.
Excellent. They arrived fast in minutes. Noticed things I had missed. Got him to hospital straight away. Thank you. Magnificent work
Because you ask me in text message
First class service from start to finish
Very professional and kind
The ambulance came very quickly, and they were very efficient dealing with me while taking me into hospital they were fantastic.
Quick arrival and ambulance men where fabulous caring felt very safe in their care
Waited an hour, but ambulance crew were very good.
Excellent care taken with my 90-year-old mum who had broken her hip.
The team was very knowledgeable and had excellent personal skills



The paramedics were amazing! They arrived within an hour and made sure I was comfortable straight away. If it wasn't for them, I wouldn't have received the treatment I needed as I was let down by A&E.
Quick response, the call handler helped calm my mother-in-law down and keep her focused until i arrived as she was on her own. Ambulance team were brilliant!
Very quick response. The ambulance crew were so helpful and reassuring and professional.
Fast and efficient service. Calls in between wait for updates and friendly staff.
The crew were very kind and efficient. They got me to hospital very quickly.
Had chest infection new moaner bronchitis could not breath had horrific chest pain I thought myself u was heart attack it was a very terrible experience
The ambulance crew were amazing. They were friendly and put my husband at ease, explaining what they were going to do. They were very supportive to myself while dealing with my husband and took their time to talk to both of us. Even at the hospital we had their full attention, I can't speak highly enough of them.
The operator on the phone when I called about a lady that fell was excellent, very helpful and asked the right questions to get the lady help as soon as possible
Paramedics were very professional
Very helpful and calming on phone ambulance staff were brilliant and saved my life
Fast response
Quick response, very professional and caring to the person they attend to.
Because even though you don't understand my sons condition you always give him the best care
Arrived promptly and persuaded my 85-year-old mother that she needed to go to hospital
The ambulance staff were brilliant and professional putting me and the patient at ease
Call handler was very thorough
I recently had an RTA and expected to wait a long time but to my surprise the ambulance arrived within 20 minutes just shortly after a first response car came and everyone concerned were so professional polite and courteous and me feel comfortable after a terrible experience
The staff who attended were excellent, but I thought the response time was slow at about 35 minutes
They are so kind and prompt so friendly and understanding no matter what is wrong with u always make sure you're comfortable and ask how you are feeling and are u OK could not ask for a better service
The ambulance people were so kind and concerned as I'm old. Couldn't make any complaints.
Because they were here within 15 minutes and very attentive to my situation
The staff that attended where very courteous and polite and done their job with extreme care and they were very efficient
ladies were so caring and made sure i was out of pain and felt comfortable
They were very quick and very thorough.
Arrived swiftly. An emergency paramedic arrived within 15 minutes followed by an emergency ambulance no more than 30 minutes later (summoned by paramedic)
Ambulance arrived quite quick
Then on time and saved my life
Came quickly much sooner than I was told
Unfortunately, we have had to use the service often lately and turned down often by the telephone operators despite my partner screaming in agony which they could hear clearly. that said I can safely say that we found ambulance personnel and paramedics are very efficient, very professional, courteous helpful and friendly at all times.
Called as a health professional. The response was prompt, crew listened to concerns and took into account multiple issues
Arrived very quickly. Professional Respectful
Print professional service
Excellent service from first point of contact, all help given very well explained and most helpful to our situation. Kept informed of ambulance arriving at all times. Ambulance crew amazing. Many thanks to all involved.



Promptly arrived, staff very polite and helpful, made me feel comfortable.
Quick response to my mum who had a stroke. The ambulance staff were absolutely amazing with her, professional and very comforting
Went above and beyond the help was amazing and a massive thank you from the bottom 🙏 of my heart ❤️ love you all keep up the brilliant 🙌❤️ work
Ambulance came within 20 minutes. Crew were kind and efficient.
They dealt with my husband swiftly and with care.
I was having a heart problem and they put me at ease and were extremely efficient at getting me treatment i needed as quickly as possible
The service was very prompt, and the crew were fantastic
Was going to be a 3 hour wait for an ambulance, so a rapid response came within a hour for my broken ankle
Great care and professional service.
Arrived within 30 minutes and we're very attentive to my wife
Very professional felt I was treated with respect
I received a very quick response for an ambulance. Paramedics very professional when they arrived. Very good service.
Very helpful and thoughtful as every experience we have ever had with NHS, thankyou, you are all beautiful angels.
Because i hadn't overdosed accidental the nurse told me to take 2, 4 times a day
My granddaughter took over dose after a long wait they sent us a taxi disgusting
I had a fall
No communication between then i was getting told numerous things. Got the phone put down on me on twice. Very poor service
Arrived quickly, relieved my condition, and got me to hospital and very pleasant.
Because I didn't speak to northeast ambulance, I spoke to 111 nurse practitioners.
Crew very good told me exactly what they were doing and very friendly Even came and seen me when they passed my cubicle
The ambulance took 6 hrs to arrive which was in my opinion to long patient was suffering 2nd stroke but it did eventually arrive which was good, but 6 hrs of stress was not good for the patient or family
The call handler remained calm, listened to me as a professional and informed me of the process The ambulance was predicted between 90-120mins and arrived in 15mins. Spoke with crew as they arrived, who took a full handover from myself
Because it's true
Paramedics from the ambulance crew were incredibly professional, compassionate, and supportive
Nice staff very quick response
The ambulance arrived within the hour as promised. The paramedics were very thorough and explained everything to me as my mum on law was really poorly.
It was the truth
Rapid first-class service
I called my GP for advice 1st but they recommended I call 999. The person very caring but professional.
The ambulance crew from Loftus was great. They helped my mother who had had a stroke and got us to James Cook very quickly. They were monitoring her all the time and were very professional.
Kind and patient operator. Very well equipped to deal with the call. Ambulance arrived for my mother within 20 minutes. Paramedics were lovely with her. Can't thank you enough. Wish the service at the hospital was as good.
Very quick and very professional the lady was amazing
Very professional



Ambulance staff were very friendly, helpful and nice putting me and my baby at ease full of information and very good with not just my son who the ambulance was called for but also my other one year old making us feel very comfortable took their time asked if I had any questions
It took an hour for the Ambulance to arrive. The person it was called for was 80 years old, luckily a couple of off duty nurses were around.
I was treat very well, a great service. All went as it should.
Because the care they give my wife was brilliant
In an emergency they were very professional and efficient
My ambulance arrived in really good time and the two paramedics were absolutely 🏆 percent. I cannot thank everyone enough for all the care and attention I received. Thanks to you all.
Responded quickly. Excellent staff
It took 2 hrs for the ambulance to come
The paramedics were so reasonable to us and looked after my husband so well.
Lovely girl's paramedic
Prompt response and professional reassurance given.
Very efficient and friendly staff
Polite and courteous and very helpful
They were very good perlite and done a full check on me before taking me to hospital but to me it's the doctors and hospitals that need to be checked
The ambulance came as quickly as they could and gave me excellent care thank you
Rapid response for stroke victim. Paramedic rather arrogant but the crew were efficient
Very prompt response, very quick diagnosis, and treatment. Staff were exceptional, very kind and compassionate. Loved the way they encouraged the student paramedic to ask the right questions and find the correct treatment plan. Very positive experience indeed.
Although it took 4 hours for the ambulance to arrive there was contact from the service about 3 times.
Because they could not have been more helpful or provided a better service.
I have had multiple hospital admissions and now the doctors are trying to keep me out of hospital. I have EDS, FND and POTs. I have non epileptic seizures and as a result dislocate multiple joints. The crew were amazing. (As they are every time). I was given time, care and help by ****, ***** and **** - they were fantastic and enabled me to relocate my joints. I am so grateful for the ambulance service as it has meant that I can stay at home which is a much better environment for me.
Came within the hour. Two paramedics and a student. Very thorough. Friendly.
The telephone service was great they phoned me twice to ask specific questions and were able to get an ambulance to me quicker. They were lovely on the phone kind caring and considerate. The ambulance crew (were really kind and very professional.
A lot of unnecessary questions when you have a critically ill person
The helpfulness and friendliness of the paramedics. Additionally, they explained everything. They clearly meant business. Very efficient. Crossing every t and dotting every I. Additionally appropriate covid precautions were done correctly.
Absolutely the best health care in the world always very professional and friendly and never jug metal I thank you so much for your support
Excellent service
Efficient, easy to deal with
The operator talked me through everything I needed to know about the lady that was injured on my bus
The service provided by the team and the crew was excellent, could not have asked for better. However, 15 minutes to get through was not so good.
Exceptional service, very helpful. Would use them again
Polite, understanding and very helpful.
The Emergency Ambulance arrived within one hour. They were extremely efficient, professional, and gentle and caring with my wife. They took her to James Cook University Hospital from west of Darlington with blue



lights arriving in twenty minutes. Through the admission process they were highly supportive. I cannot praise them highly enough. The service and the NHS need our maximum support. Grateful thanks
Quick response. Crew knew their stuff
The crew were very good and went above and beyond their duties
The paramedics were amazing my only criticism is how long it took for them to get to me
Being told initially that it could be an hour to an hour and a half waiting time for a vehicle, one turned up in Fifteen minutes.
excellent advice and excellent team that attended very caring and supportive.
Polite, highly skilled, efficient and polite Paramedics. Ambulance arrived in an acceptable period of time. Telephone Operator at the base was calm, helpful and polite
Very efficient and knowledgeable crew.
Very helpful staff, very polite and they helped me a lot They was very professional,
Contact centre operators provided excellent information and call back support which helped reassure the situation. The paramedic team provided fantastic and swift medical assistance to the patient, whilst informing family members of the situation and next steps which helped to reassure.
They helped me so much; I was in pain and when I was sick, they reassured me
My father had an MI and we waited over an hour for an ambulance car to arrive
Reassurance was given
The calling procedure was very professional and reassuring. The waiting time for the ambulance was longer than expected but as I was with a private team who I pay to respond to collapses that had made me unconscious I had some support. Had I been alone and awake I think I would have been more stressed. The crew who came were excellent.
I know certain questions need asking despite appearing irrelevant to the call taker BUT some were clearly not needed if I was initially listened to. This only added unnecessary time to the call
Ambulance service was absolutely amazing with me has well has my partner they really amazing
Answered call immediately. Gave perfect and clear instructions. Very kind and attentive whilst being professional at all times. Thank you.
The person on the phone was very professional, kind and very helpful
Would have been very good if ambulance had arrived within the time stated
Ambulance crew were exceptional, made you at ease with them, Ambulance wait time was a bit to long, after blood loss.
Ambulance arrived relatively quickly and got me to appropriate services in good time.
The Medics were excellent, but the 2.5 hour wait time for a P2 was terrible. Patient only had to be seen in hospital due to being collapsed on floor for so long.
The ambulance arrived minutes after I called. Paramedics were very professional, kind and caring. I felt safe.
Quick response time, competent appraisal of my situation.
They were very polite and professional
Fast response, kind and calm given directions
Call was handled really. well
Even though the paramedics had no clue what was wrong they knew instinctively to take him in to hospital, luckily, they did as he was a very poorly man as he had a hidden infection with no signs.
I know they busy and took a while to get here but we're very professional and attentive
Lovely paramedics
It was just basic hello is patient breathing anyone got covid n
I'm a First Aider in Retail Security, I called the ambulance for a customer. The Ambulance Service always gives a fantastic service, I hold them in huge respect. They're often under pressure and prioritise constantly, my patient was in an enormous amount of pain with a suspected dislocated shoulder, they were amazing with her and got her off to hospital very quickly after arrival. Thank you so much.
Service over the phone was really good and ambulance service and paramedics were outstanding



Reaction time as well as professional service and compassion was excellent
Time waited for ambulance to arrive
They were good with my conditions
Professional, friendly, and made to feel at ease.
Good response. Very helpful.
Very understanding. Sympathetic.
Ambulance arrived quickly. Staff were friendly and attentive. Very professional.
The crew were very kind and understanding.
Staff were always pleasant and efficient.
They were prompt and very nice and caring to my man when she fell. (She passed away 3 weeks after the fall.)
You wanted to know.
You attended, treated mother promptly, and took her to hospital for further checks. Prompt and polite service.
Although I had to wait 2 hours for them to arrive, as soon as they did they acted quickly giving me suitable treatment with efficiency and kindness.
Speedy response, very knowledgeable staff showed great empathy, kept informed.
The ambulance staff who came went above and beyond to help me with my husband, kind caring, and comforting. Two lovely men.
The paramedics were really good and passionate they knew their job and were good at it.
I thought they were very professional and caring, polite, and efficient. I felt safe in their hands.
They were prompt and caring.
The only thing wrong was the waiting time. The staff were kind, helpful also very efficient.
The crew that attended me were kind and considerate.
Because one of paramedics felt it's unnecessary to transfer my very ill 98 mother, they were refusing to take her. She in fact had fractures of spine, urine infection and Covid.
Prompt arrival. Friendly staff.
Call handler organized an emergency blue light response to property, and they arrived very quickly. They were also very reassuring with the information they provided. The paramedic was brilliant from start to finish.
I guess nothing can be done besides more ambulances.
Only wish they could have come quickly
Time could have been better, but in these extremely difficult times it could have been much worse
Timing
A smoother ride in a less tired ambulance would have helped. Ambulances used to have air suspension the one I rode in used building bricks
Came sooner
A bit Quicker
I think everyone understand the pressure the ambulance service is under, and I understand it is hard to assess across a phone however, I do feel greater detail in the triage is needed if not talking to a health care professional.
Reduce the questions unless willing to take unknown as an answer, could also force the pricks in government to allocate more funds to the hospital and ambulance service
Getting here sooner. Though I know this could not be helped due to lack of funding from central government
Time frame 999 category 1 call still waited 45 Mins



The ambulance was at the house within 20 mins but was told up to 2 hours is worrying for both patient and family
Sent the correct ambulance in the first place
Waiting times in A&E hold up calls to help public. [unreadable] ambulance crews do their utmost to make sure that whilst waiting for attention the patient gets full support.
Have a tracker app so it stops the stress waiting
We were told it could be two hours before the ambulance arrived which was nerve wracking but in fact it arrived in less than an hour
Quicker ambulance
Response time could be improved
Stop all the rattling in the travelling ambulance
if possible, waiting time can be reduced
response times were poor at times but understandable given the current situation and pressures
To arrive faster
Been a bit quicker
Know you're very busy but when you have heart pains 90 minutes due time seems forever but ambulance crew marvellous.
Waiting times
Quicker but budgets etc
There is nothing the emergency service could have done better, but the NHS needs better funding to prevent the long wait my wife and other patients had in emergency reception
Have an ambulance turn up
For starters communicate with each other. Don't put the phone down on patients Have respect
Arrive quicker paramedics were brilliant and everyone knows they are overworked and under paid and simply can't be everywhere at same time
Getting there faster
Faster response time, however, I do not blame the ambulance service for a lack of government investment for this situation. The staff were exemplary once they had arrived.
Got here quicker
Be less arrogant with wife.
Less questions
Quicker answer on the phone once the 999 operator was trying to put me through.
Less waiting time
Unfortunately, due to poor staffing it is a fault with the system not the people
As mentioned, the response time could be improved.
More relevance to the questions asked for the incident discussed
Checked on the patient when waiting time was known to be exceeded
Need to sort out ambulance waiting times, people could die waiting too long.
Arrived sooner ie have more staff & vehicles
On ambulance must wear a mask all to protect one each other
Arrive much quicker
It took over an hour for them to arrive due to prioritising other more life-threatening patients, my patient was suffering badly, and I had to keep her spirits up until they arrived. I fully appreciate how busy the Service is, it's not nice watching people suffering in pain, could you employ more staff and get more ambulances?
Quicker response time
Should not have argued with us for so long.