

# 999 (Unscheduled Care) See and Treat Quarter 2, 2022/23



## Patient Survey Summary

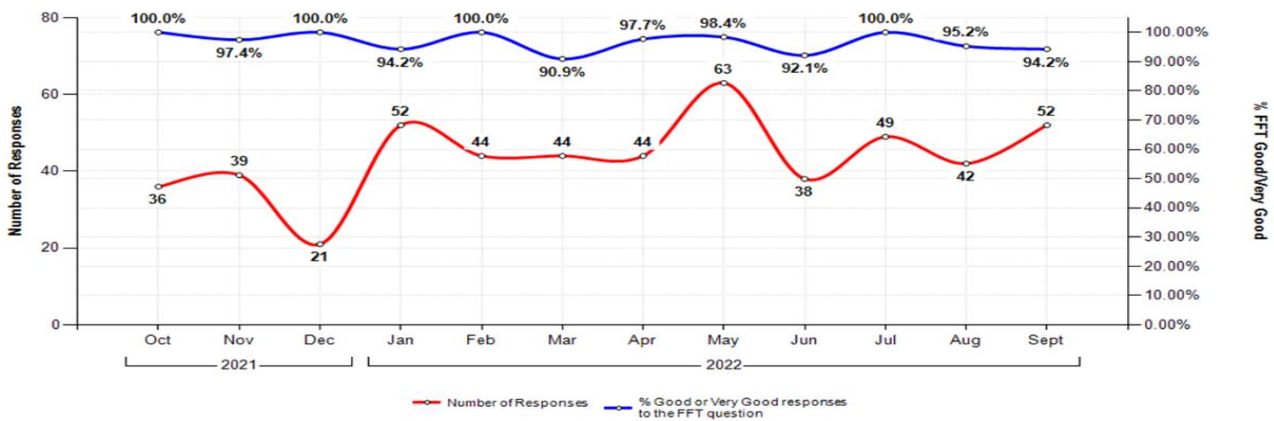
Responses: 143

- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

Questions	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23	Quarterly Trend	Annual Trend
Overall how was your experience of the service?	97.4	99	95	96.6	96.5	○	96.6 ○

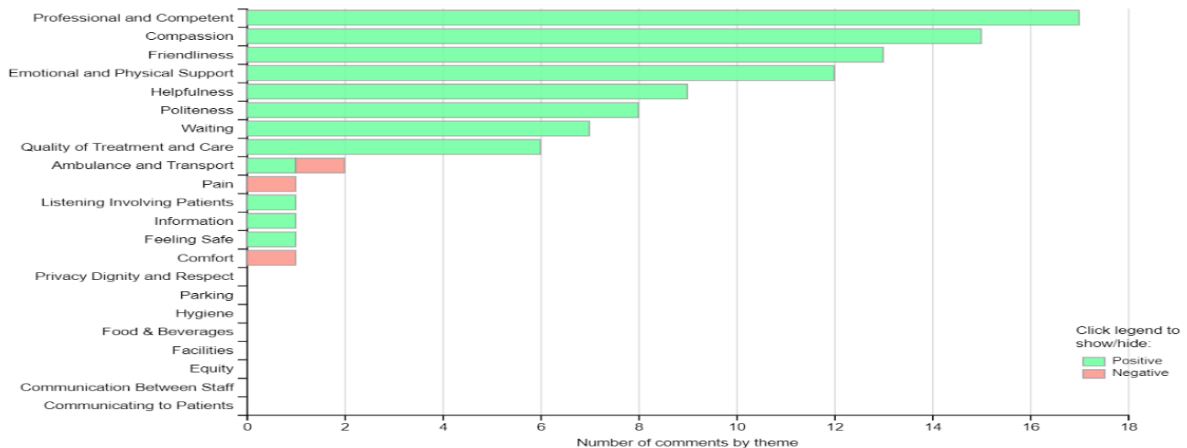
## Survey trend graph

FFT Trend Graph



## Sentiment Analysis

All Used Categories Pos/Neg Count



## Executive Summary

Three questions are asked in the See and Treat survey, two are free text and one is a scored FFT question.

The number of responses for Q2 is 143. This is lower than other surveys due to the methodology. Responses have increased by 2 compared to the previous quarter.

A direct year on year comparison shows the score has declined from 97.4% in Q2 2021/22 to 96.5% in this quarter.

### Quarterly analysis

The FFT very good/good score is 96.5%, a decrease of 0.1% on the previous quarter.

### Sentiment Analysis (free text)

Three main positive sentiment themes were:

- Professional and competent
- Compassion
- Friendliness.

Three main negative sentiment themes were:

- Ambulance transport
- Comfort

The 'pain' sentiment records all references to pain negatively so is unreliable.

### Demographic Analysis

Demographic respondent numbers may change due to respondents not sharing this data. Demographic analysis below only includes those individuals who have provided data. Unrepresentative groups excluded from analysis are in bold:

**Overall how was your experience of the service?** 96.5% (-0.1%) were positive.

- **Gender** – 39.3% male and 60.7% female. There is no significant difference in responses based on gender, also true last quarter.
- **Age** – **0.7% under 25s**, **2.9% 25-44**, 17.9% 45-64, 58.6% 65-84 and 17.1% 85+. 45-64 (8%) rated “negative” (1.4%) higher. A slight decline from last quarter where there were no significant differences based on age.
- **Ethnicity** – **0.7% ethnic minority**, **0% white other** and 99.3% as white British. Unable to complete analysis due to low responses, also true last quarter.
- **Disability** – 66.9% disabled and 28.1% non-disabled. No significant difference in responses based on disability, also true last quarter.
- **Faith** – 79.3% Christian, 11.4% atheist/no faith and 5.7% non-Christian faiths. “positive” was rated lowest by atheist/no faith groups (87.5%, +4.2%).
- **Sexual Orientation** – **0.7% LGB** and 95% heterosexual. Data too low to for analysis.

**Question 1: Overall how was your experience of the service?**

Available Answers	Responses	Score (%)
Very good	122	85.3%
Good	16	11.2%
Neither good nor poor	3	2.1%
Poor	1	0.7%
Very poor	1	0.7%
<b>Total</b>	<b>143</b>	<b>100%</b>

**Question 5: How would you describe your gender?**

Available Answers	Responses	Score (%)
Female	85	60.7%
Male	55	39.3%
In another way	0	0.0%
Prefer not to say	0	0.0%
Did not answer	0	0.0%
<b>Total</b>	<b>140</b>	<b>100%</b>

**Question 4: What is your age?**

Available Answers	Responses	Score (%)
Under 25	1	0.7%
25-44	4	2.9%
45-64	25	17.9%
65-84	82	58.6%
85+	24	17.1%
Prefer not to say	0	0.0%
Did not answer	4	2.9%
<b>Total</b>	<b>140</b>	<b>100%</b>

Question 13: What is your ethnic group?		
Available Answers	Responses	Score (%)
White British	139	99.3%
White other	0	0.0%
Ethnic minorities Comprising: <ul style="list-style-type: none"> <li>Asian or Asian British (1 responses, 0.7%),</li> <li>Black African/Caribbean/Black British (0 response, 0%),</li> <li>Mixed/multiple ethnic groups (0 responses, 0%),</li> <li>Other (0 responses, 0%)</li> </ul>	1	0.7%
Prefer not to say	0	0.0%
Did not answer	0	0.0%
<b>Total</b>	<b>140</b>	<b>100%</b>

Question 14: How would you describe your religion or belief?		
Available Answers	Responses	Score (%)
Christian	111	79.3%
Atheist/No religion or belief	16	11.4%
Non-Christian Comprising: <ul style="list-style-type: none"> <li>Buddhist (0 responses, 0%),</li> <li>Hindu (1 response, 0.7%),</li> <li>Jewish (0 responses, 0%),</li> <li>Muslim (1 responses, 0.7%)</li> <li>Sikh (0 responses, 0%)</li> <li>Other (6 responses, 4.3%)</li> </ul>	8	5.7%
Prefer not to say	3	2.1%
Did not answer	2	1.4%
<b>Total</b>	<b>140</b>	<b>100%</b>

Question 15: Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last, at least 12months?		
Available Answers	Responses	Score (%)
Yes	93	66.9%
No	39	28.1%
Prefer not to say	2	1.4%
Did not answer	5	3.6%
<b>Total</b>	<b>139</b>	<b>100%</b>

**Question 16: How would you describe how you think of your sexual orientation?**

Available Answers	Responses	Score (%)
Heterosexual or straight	132	95.0%
LGB Comprising: <ul style="list-style-type: none"><li>• Gay or lesbian (1 responses, 0.7%)</li><li>• Bisexual (0 responses, 0%)</li></ul>	1	0.7%
Other	0	0.0%
Don't know of not sure	1	0.7%
Prefer not to say	2	1.4%
Did not answer	3	2.2%
<b>Total</b>	<b>139</b>	<b>100%</b>

## Demographic Breakdown Quarter 2 2022/23

Question	Answer	Average / Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Overall how was your experience of the service?	Positive	96.5%	92.7%	98.8%	100.0%	100.0%	92.0%	96.3%	100.0%	100.0%	96.4%	0.0%	94.6%	100.0%	87.5%	97.3%	100.0%	96.2%	100.0%
	Negative	1.4%	3.6%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	1.4%	0.0%	2.2%	0.0%	0.0%	1.8%	0.0%	1.5%	0.0%
	Total	143	55	85	1	4	25	82	24	1	139	0	93	39	16	111	8	132	1