

CATEGORY C PATIENT SURVEY: PILOT 2008

REPORT FOR LONDON AMBULANCE SERVICE NHS TRUST

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Contents

1	Introduction	4
2	Method	5
3	Overall Trust Results.....	6
3.1	Section 1. Calling the ambulance service	6
3.2	Section 2. First contact with the ambulance control room.....	7
3.3	Section 3. Telephone assessment and advice.....	8
3.4	Section 4. Attendance by the ambulance service	11
3.5	Section 5. Transport.....	13
3.6	Section 6. If you were not taken to hospital.....	15
3.7	Section 7. Overall.....	17
3.8	Section 8. About you	19
4	Key findings.....	24
4.1	Areas of positive performance.....	24
4.2	Areas for quality improvement.....	24
5	Response rates	25
6	Characteristics of respondents.....	26
7	Freephone calls.....	28
	Appendix 1: Overall pilot results.....	29
	Appendix 2: Respondents' comments.....	47

1 Introduction

Quality in health and medical care has two distinct dimensions; one refers to the quality of care from the perspective of professional and technical standards, the other with the quality of care from the perspective of patients. Understanding the way patients experience the care they receive is essential to a comprehensive assessment about the quality of health care; this information can only be obtained by asking the patients themselves.

In 2002, the Department of Health commissioned the Picker Institute to co-ordinate a national patient survey programme with the aim of collecting this information using robust and reliable methodology. In April 2004, the Healthcare Commission replaced the Department of Health as the organisation in overall charge of the national programme. The Healthcare Commission has surveyed patients on topics as diverse as hospital inpatient services, services for children and young people, maternity services, mental health and outpatient surveys. The 2008-09 survey programme will, subject to successful piloting, include a survey of Category C patient's experiences of ambulance services to be undertaken in every trust providing such services in England.

Response time standards are set nationally for Category A and B calls, but for Category C calls response standards are locally determined and vary according to local trusts. The introduction of telephone-based assessment and advice desks in some trusts means that some Category C patients may not receive an ambulance response at all. This survey was commissioned to assess how these recent changes have affected patients' perception of ambulance care.

Data from the survey are expected to:

- Provide information about patient's views and experiences for use by local service commissioners and providers
- Identify on a national level what services are being provided to Category C patients and to highlight good practice or problems with particular approaches
- Help providers identify service areas that require improvement
- Input to the Healthcare Commission's Annual Health Check
- To establish a benchmark against which future changes in ambulance services can be measured.

The survey was piloted in two trusts in March 2008 to identify any potential problems that may be encountered when surveying Category C patients and to ensure that it is effective and easy to implement. This report presents frequency data for London Ambulance Service (LAS) and also highlights the key areas of care where the trust appears to be doing well, as well as areas where the quality of care requires the most improvement.

2 Method

The two pilot trusts each drew a random sample of 400 Category C patients² who used the ambulance service in a two week period between 7th January and 3rd February 2008, excluding children aged under 16 and deceased patients. The trusts checked for deceased patients using the National Strategic Tracing Service (NSTS) and trust records.

To comply with the Data Protection Act, participating trusts mailed questionnaires or agreed to allow two named researchers at the Picker Institute to organise the mailing of questionnaires by working under the terms of an honorary contract. Before sending out the questionnaires, a unique number was assigned to each patient in the sample, which corresponded to numbers printed on the questionnaires. Questionnaires were then mailed from the week commencing 24th March 2008 (n=800 across 2 trusts)³. Approximately ten days after the mailing, a reminder letter was sent out to all participants who had not yet returned their questionnaire. A second reminder along with a replacement questionnaire was sent to non-respondents approximately one month after the original mailing.

The data provided includes all completed questionnaires returned by 2nd May 2008.

² Category C patients were selected using the Department of Health definition of Category C callers, with the following exceptions; test calls, blank calls, hang-ups before coding is complete, caller not with patient and unable to give details, caller refuses to give details, hoax calls where response not activated, response cancelled before coding is complete (e.g. patient recovers), referrals from healthcare practitioners (non 999 calls).

³ A third trust was unable to mail their sample due to issues of access to NSTS tracing services.

3 Overall Trust Results

3.1 Section 1. Calling the ambulance service

Q1 Before the ambulance service was called did you (or the person who called the ambulance service) consider calling any other organisation or service for help? (e.g. NHS Direct, GP)

	Number	Percentage
Yes	36	22%
No	125	78%
Total specific responses	161	100%
Don't know/ Can't remember	7	
Missing responses	5	

Answered by all

Q2 What was the main reason you (or they) chose to call the ambulance service?

	Number	Percentage
...the ambulance service could give me the professional attention I needed	74	46%
... the ambulance service could respond quickly	37	23%
... the ambulance service could provide me with transport to hospital	29	18%
I was not aware of any other service available at the time	2	1%
I did try to get help elsewhere, but was told I needed the a	14	9%
Some other reason	4	3%
Total specific responses	160	100%
Don't know/ Can't remember	0	
Missing responses	13	

Answered by all

Q3 Where were you when the ambulance service was called?

	Number	Percentage
At home	149	88%
In a public place	11	7%
Somewhere else	9	5%
Total specific responses	169	100%
Don't know/ Can't remember	0	
Missing responses	4	

Answered by all

3.2 Section 2. First contact with the ambulance control room

Q4 Did you speak to the operator at the ambulance control room?

	Number	Percentage
Yes	68	42%
No, someone else spoke to them on my behalf	94	58%
Total specific responses	162	100%
Don't know/ Can't remember	4	
Missing responses	7	

Answered by all

Q5 Was the ambulance control room operator reassuring?

	Number	Percentage
Yes, definitely	51	74%
Yes, to some extent	16	23%
No	2	3%
Total specific responses	69	100%
Don't know/ Can't remember	0	
Missing responses	0	

Answered by all who spoke to an operator

Q6 How would you rate the courtesy of the ambulance control room operator?

	Number	Percentage
Excellent	34	49%
Very good	26	38%
Good	4	6%
Fair	3	4%
Poor	0	0%
Very poor	2	3%
Total specific responses	69	100%
Missing responses	0	

Answered by all who spoke to an operator

3.3 Section 3. Telephone assessment and advice

Q7 Did the ambulance control room operator pass your call on to a telephone advisor to assess your situation or give you advice over the phone?

	Number	Percentage
Yes	44	70%
No	19	30%
Total specific responses	63	100%
Don't know/ Can't remember	8	
Missing responses	1	

Answered by all except those who did NOT speak to an operator

Q8 How long did you have to wait to speak to this person?

	Number	Percentage
I spoke to them straight away	33	75%
Fifteen minutes or less	6	14%
More than fifteen minutes but less than half an hour	1	2%
More than half an hour	4	9%
Total specific responses	44	100%
Don't know/ Can't remember	1	
Missing responses	0	

Answered by all who spoke to a telephone advisor

Q9 How do you feel about the length of time you waited before you spoke to them?

	Number	Percentage
It was as soon as I thought was necessary	36	82%
It should have been a bit sooner	4	9%
It should have been a lot sooner	4	9%
Total specific responses	44	100%
Don't know/ Can't remember	1	
Missing responses	1	

Answered by all who spoke to a telephone advisor

Q10 Were they reassuring?

	Number	Percentage
Yes, definitely	35	80%
Yes, to some extent	6	14%
No	3	7%
Total specific responses	44	100%
Don't know/ Can't remember	1	
Missing responses	2	

Answered by all who spoke to a telephone advisor

Q11 How would you rate the courtesy of the telephone advisor?

	Number	Percentage
Excellent	21	47%
Very good	16	36%
Good	3	7%
Fair	3	7%
Poor	1	2%
Very poor	1	2%
Total specific responses	45	100%
Missing responses	1	

Answered by all who spoke to a telephone advisor

Q12 Did you feel you were given enough advice on the telephone about what to do?

	Number	Percentage
Yes, definitely	30	71%
Yes, to some extent	10	24%
No	2	5%
Total specific responses	42	100%
I did not want/ need any advice	2	
Don't know/ Can't remember	1	
Missing responses	0	

Answered by all who spoke to a telephone advisor

Q13 Did they explain the advice they gave you in a way you could understand?

	Number	Percentage
Yes, definitely	34	83%
Yes, to some extent	6	15%
No	1	2%
Total specific responses	41	100%
Don't know/ Can't remember	1	
Missing responses	1	

Answered by all who were given advice by a telephone advisor

Q14 How would you rate the advice you were given over the telephone?

	Number	Percentage
Excellent	20	48%
Very good	13	31%
Good	4	10%
Fair	2	5%
Poor	2	5%
Very poor	1	2%
Total specific responses	42	100%
Missing responses	1	

Answered by all who were given advice by a telephone advisor

3.4 Section 4. Attendance by the ambulance service

Q15 Did anyone from the ambulance service come out to help you?

	Number	Percentage
Yes	151	91%
No, but I think that they should have	6	4%
No, and I agreed with this decision	9	5%
Total specific responses	166	100%
Don't know/ Can't remember	0	
Missing responses	7	

Answered by all

Q16 Were you told how long you would have to wait for someone from the ambulance service to arrive?

	Number	Percentage
Yes, but the wait was shorter	64	49%
Yes and I had to wait about as long as I was told	30	23%
Yes, but the wait was longer	14	11%
No, I was not told	22	17%
Total specific responses	130	100%
Don't know/ Can't remember	20	
Missing responses	2	

Answered by all who had someone from the ambulance service come out to help

Q17 How do you feel about the length of time you were waiting before someone from the ambulance service arrived?

	Number	Percentage
They arrived as soon as I thought was necessary	109	78%
They should have arrived a bit sooner	21	15%
They should have arrived a lot sooner	9	6%
Total specific responses	139	100%
Don't know/ Can't remember	12	
Missing responses	2	

Answered by all who had someone from the ambulance service come out to help

Q18 Was the person(s) who came out to help you reassuring?

	Number	Percentage
Yes, definitely	133	91%
Yes, to some extent	11	8%
No	2	1%
Total specific responses	146	100%
Don't know/ Can't remember	1	
Missing responses	7	

Answered by all who had someone from the ambulance service come out to help

Q19 Did you have trust and confidence in them?

	Number	Percentage
Yes, definitely	135	90%
Yes, to some extent	13	9%
No	2	1%
Total specific responses	150	100%
Don't know/ Can't remember	1	
Missing responses	5	

Answered by all who had someone from the ambulance service come out to help

Q20 Did they do everything they could to help control your pain?

	Number	Percentage
Yes, definitely	86	74%
Yes, to some extent	22	19%
No	9	8%
Total specific responses	117	100%
I did not have any pain	26	
Don't know/ Can't remember	5	
Missing responses	7	

Answered by all who had someone from the ambulance service come out to help

Q21 Did they explain your care and treatment in a way you could understand?

	Number	Percentage
Yes, definitely	96	76%
Yes, to some extent	27	21%
No	3	2%
Total specific responses	126	100%
I did not receive any treatment	13	
Don't know/ Can't remember	5	
Missing responses	11	

Answered by all who had someone from the ambulance service come out to help

Q22 If friends or relatives were with you, were they given enough information about your condition and treatment?

	Number	Percentage
Yes	92	93%
No	7	7%
Total specific responses	99	100%
No friends or relatives were with me	34	
I did information was wanted/ needed	12	
Don't know/ Can't remember	2	
Missing responses	8	

Answered by all who had someone from the ambulance service come out to help

3.5 Section 5. Transport

Q23 Were you provided with transport by the ambulance service?

	Number	Percentage
Yes	128	90%
No	14	10%
Total specific responses	142	100%
Missing responses	14	

Answered by all who had someone from the ambulance service come out to help OR were unsure

Q24 What kind of vehicle was it?

	Number	Percentage
Ambulance van or car	132	100%
Taxi	0	0%
Some other form of transport	0	0%
Total specific responses	132	100%
Missing responses	0	

Answered by all who were provided with transport by the ambulance service

Q25 How clean was the inside of the vehicle?

	Number	Percentage
Very clean	95	81%
Fairly clean	22	19%
Not very clean	1	1%
Not at all clean	0	0%
Total specific responses	118	100%
Don't know/ Can't remember	14	
Missing responses	2	

Answered by all who were provided with an ambulance (van or car)

Q26 Was the way you got into the vehicle appropriate considering your condition at the time? (e.g. by walking, on a stretcher etc.)

	Number	Percentage
Yes	124	97%
No	4	3%
Total specific responses	128	100%
Don't know/ Can't remember	5	
Missing responses	1	

Answered by all who were provided with transport by the ambulance service

Q27 Were you taken to a hospital?

	Number	Percentage
Yes	132	99%
No	2	1%
Total specific responses	134	100%
Missing responses	2	

Answered by all who were provided with transport by the ambulance service

3.6 Section 6. If you were not taken to hospital

Q28 Did you agree with the decision not to be taken to hospital by the ambulance service?

	Number	Percentage
Yes	22	76%
No	7	24%
Total specific responses	29	100%
Not sure	1	
I was advised to go to hospital but chose not to	3	
Missing responses	3	

Answered by all who were NOT taken to hospital by the ambulance service

Q29 How much information about your condition and treatment was given to you by the ambulance service?

	Number	Percentage
Not enough	5	18%
Right amount	23	82%
Too much	0	0%
Total specific responses	28	100%
I was not given any information about my treatment/condition	5	
Missing responses	3	

Answered by all who were NOT taken to hospital by the ambulance service

Q30 Were you given advice about what to do if you needed help again?

	Number	Percentage
Yes	28	88%
No	4	13%
Total specific responses	32	100%
I did not want/need advice	0	
Don't know/ Can't remember	1	
Missing responses	3	

Answered by all who were NOT taken to hospital by the ambulance service

Q31 Did the ambulance service put you in touch with, or tell you to contact, any other parts of the NHS or any other organisations?

	Number	Percentage
Yes, I was put in touch with someone else	4	13%
Yes, I was told to contact them myself	12	38%
No	16	50%
Total specific responses	32	100%
Don't know/ Can't remember	1	
Missing responses	2	

Answered by all who were NOT taken to hospital by the ambulance service

Q32 How much information was given to you by the ambulance service to help you contact the service or organisation?

	Number	Percentage
Not enough	1	11%
Right amount	8	89%
Too much	0	0%
Total specific responses	9¹	100%
I did not want/ need any information	4	
Missing responses	0	

Answered by all who were told to contact another organisation or service

¹ CAUTION: Low base size

Q33. Who were you put in touch with or told to contact?

	Number	% (Base: Respondents)	% (Base: Responses)
I was put in touch with or told to contact a GP or nurse	13	76%	57%
I was put in touch with or told to contact A&E	4	24%	17%
I was put in touch with or told to contact a walk in centre or minor injuries unit	1	6%	4%
I was put in touch with or told to contact a mental health service	0	0%	0%
I was put in touch with or told to contact NHS Direct	2	12%	9%
I was put in touch with or told to contact some other health care team	0	0%	0%
I was put in touch with or told to contact social services	1	6%	4%
I was put in touch with or told to contact a voluntary organisation	0	0%	0%
I was put in touch with or told to contact some other service or organisation	1	6%	4%
Total	17¹	130%	100%
Don't know	1		

Answered by all who were put in touch with or told to contact any other parts of the NHS or other organisations

¹CAUTION: Low base size

3.7 Section 7. Overall

Q34 Overall do you feel the ambulance service staff treated you with respect and dignity?

	Number	Percentage
Yes, definitely	155	92%
Yes, to some extent	10	6%
No	3	2%
Total specific responses	168	100%
Don't know/ Can't remember	0	
Missing responses	5	

Answered by all

Q35 Do you feel the ambulance service staff listened carefully to what you had to say?

	Number	Percentage
Yes, definitely	146	91%
Yes, to some extent	13	8%
No	2	1%
Total specific responses	161	100%
Don't know/ Can't remember	2	
Missing responses	10	

Answered by all

Q36 Do you feel the ambulance service staff understood your needs?

	Number	Percentage
Yes, definitely	141	85%
Yes, to some extent	17	10%
No	7	4%
Total specific responses	165	100%
Don't know/ Can't remember	1	
Missing responses	7	

Answered by all

Q37 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Number	Percentage
Yes, definitely	113	74%
Yes, to some extent	30	20%
No	9	6%
Total specific responses	152	100%
Don't know/ Can't remember	7	
Missing responses	14	

Answered by all

Q38 Was the main reason for your call to the ambulance service dealt with to your satisfaction?

	Number	Percentage
Yes, completely	138	85%
Yes, to some extent	15	9%
No	9	6%
Total specific responses	162	100%
Missing responses	11	

Answered by all

Q39 Overall, how would you rate the care you received from the ambulance service?

	Number	Percentage
Excellent	106	64%
Very good	40	24%
Good	10	6%
Fair	6	4%
Poor	2	1%
Very poor	2	1%
Total specific responses	166	100%
Missing responses	7	

Answered by all

3.8 Section 8. About you

Q40 Who filled in this questionnaire?

	Number	Percentage
The person named on the front of the envelope	103	64%
Both the person named and someone else	28	17%
Someone else	30	19%
Total specific responses	161	100%
Missing responses	12	

Answered by all

Q41 How many times have you used the emergency ambulance services in the last 12 months?

	Number	Percentage
1	77	50%
2	39	25%
3	15	10%
4	8	5%
5	6	4%
6	3	2%
7	1	1%
8	1	1%
9	1	1%
12	1	1%
15	1	1%
Total specific responses	153	100%
Missing responses	20	

Answered by all

Q44 Mobility

	Number	Percentage
I have no problems in walking about	61	36%
I have some problems in walking about	102	61%
I am confined to bed	5	3%
Total specific responses	168	100%
Missing responses	5	

Answered by all

Q45 Self-care

	Number	Percentage
I have no problems with self care	91	55%
I have some problems with washing or dressing myself	55	34%
I am unable to wash or dress myself	18	11%
Total specific responses	164	100%
Missing responses	9	

Answered by all

Q46 Usual activities

	Number	Percentage
I have no problems with performing my usual activities	56	35%
I have some problems with performing my usual activities	61	38%
I am unable to perform my usual activities	43	27%
Total specific responses	160	100%
Missing responses	13	

Answered by all

Q47 Pain / Discomfort

	Number	Percentage
I have no pain or discomfort	54	33%
I have moderate pain or discomfort	81	50%
I have extreme pain or discomfort	28	17%
Total specific responses	163	100%
Missing responses	10	

Answered by all

Q48 Anxiety / Depression

	Number	Percentage
I am not anxious or depressed	101	62%
I am moderately anxious or depressed	53	32%
I am extremely anxious or depressed	10	6%
Total specific responses	164	100%
Missing responses	9	

Answered by all

Q49. Do you have any of the following long-standing conditions?

	Number	% (Base: Respondents)	% (Base: Responses)
I have a long-standing condition involving deafness or hearing impairment	27	18%	14%
I have a long-standing condition involving blindness or partially sighted	18	12%	9%
I have a long-standing condition involving a physical condition	50	34%	26%
I have a long-standing condition involving a learning disability	2	1%	1%
I have a long-standing condition involving a mental health condition	8	5%	4%
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	38	26%	20%
I do not have a long-standing condition	49	34%	26%
Total	146	132%	100%
Missing responses	28		

Answered by all

Q50. Does this condition(s) cause you difficulty with any of the following?

	Number	% (Base: Respondents)	% (Base: Responses)
This condition causes me difficulty with everyday activities that people of my age can usually do	71	67%	29%
This condition causes me difficulty at work, in education, or training	15	14%	6%
This condition causes me difficulty with access to buildings, streets, or transport vehicles	46	43%	19%
This condition causes me difficulty with reading or writing	26	25%	11%
This condition causes me difficulty with people's attitudes to me because of my condition	16	15%	7%
This condition causes me difficulty with communicating, mixing with others, or socialising	32	30%	13%
This condition causes me difficulty with other activities	20	19%	8%
This condition does not cause me difficulty with any of these	16	15%	7%
Total	106	228%	100%
Missing responses	5		

Answered by those with a long-standing condition

4 Key findings

4.1 Areas of positive performance

- **Control room staff:** The majority (93%) of respondents who spoke to the control room staff rated their courtesy as 'Excellent', 'Very Good' or 'Good', around half (49%) rating their courtesy as 'Excellent'
- **Quality of telephone advice:** Nine out of ten respondents (89%) who spoke to a telephone advisor rated the advice they were given as 'Excellent', 'Very Good' or 'Good', with almost half (48%) rating the advice they received as 'Excellent'
- **On scene care:** 90% of respondents 'definitely' had trust and confidence in the person(s) who came out to help them and 91% 'definitely' found them reassuring. 97% said the way they got into the ambulance was appropriate for their condition
- **Communication:** Overall 91% felt the ambulance service staff 'definitely' listened carefully to what they had to say, and 85% felt the ambulance service staff had 'definitely' understood their needs. Most respondents (93%) also felt friends and relatives with them were given enough information about their condition and treatment
- **Respect and dignity:** The majority of respondents (92%) felt they were 'definitely' treated with respect and dignity by ambulance service staff.

4.2 Areas for quality improvement

- **Waiting to speak to a telephone advisor:** Three quarters of respondents who spoke to a telephone advisor (75%) were able to do so straight away. But one in eleven (9%) waited longer than half an hour. One in eleven (9%) respondents who spoke to a telephone advisor felt they should have been able to do so 'a lot sooner' while another 9% felt they should have been spoken to 'a bit sooner'
- **Waiting for an ambulance:** 11% had to wait longer than they were told for someone from the ambulance service to arrive and 17% were not told how long their wait would be. One fifth (21%) felt someone should have arrived sooner, 6% felt it should have been 'a lot sooner'
- **Information provision by on scene staff:** 76% of respondents who received an on-scene response felt these staff 'definitely' explained their care and treatment in a way they could understand. In comparison, 83% of respondents receiving telephone advice said the telephone advisor 'definitely' provided advice in a way they could understand
- **Cleanliness:** Almost everyone (99%) who travelling in an ambulance thought it was clean, with 81% describing it as 'very clean' and another 19% describing it as 'fairly clean'
- **Involvement in decision making:** (74%) of respondents said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, although another 20% felt this was only done 'to some extent'. A further 6% felt they were not involved in decisions as much as they wanted
- **Non conveyance:** Respondents who were not taken to hospital expressed greater levels of negative responses about this than seen with other aspects of care. However base sizes are low so results should be seen as indicative only and treated with caution.

5 Response rates

	London Ambulance Trust	Overall
Completed useable questionnaire	173	328
Undelivered or patient moved house	9	26
Patient died	2	8
Too ill, opted out or returned blank questionnaire	5	16
Patient not eligible to fill in questionnaire	0	1
Questionnaire not returned – reason unknown	211	421
Sum	400	800
Response rate (%)	43	41
Adjusted sum ⁴	389	765
Adjusted response rate (%)	44	43

⁴ Undelivered questionnaires and ineligible patients removed

6 Characteristics of respondents

Respondent Characteristics	London Ambulance Trust		Combined trust samples	
	Number	%	Number	%
Age (years)				
Range, Mean (SD)	17-99, 62 (23.8)		17-101, 62 (22.2)	
16 – 35	37	21%	58	18%
36 – 50	19	11%	40	12%
51 – 65	24	14%	57	18%
>65	93	54%	171	53%
Gender				
Male	77	45%	136	42%
Female	96	55%	190	58%
Ethnic group				
White	115	72%	256	84%
Non white	44	28%	49	16%
<i>[Missing data]</i>	14	<i>[8%]</i>	21	<i>[6%]</i>
Time of call				
00:00 to 05:59	19	11%	42	13%
06:00 to 11:59	54	31%	113	35%
12:00 to 17:59	65	38%	113	35%
18:00 to 23:59	35	20%	58	18%
In hours	86	50%	160	49%
Out of hours	87	50%	166	51%
Classification of incident				
Falls, accidents	53	31%	112	34%
Sick specific diagnosis	37	21%	62	19%
Back pain, abdominal pain	34	20%	87	27%
Other	49	28%	62	19%
<i>[Missing data]</i>	0	<i>[0%]</i>	3	<i>[1%]</i>
Health state today⁵				
Mobility problems	107	64%	184	60%
Self-care problems	73	45%	110	36%
Usual activities problems	104	65%	183	61%
Pain/ Discomfort problems	109	67%	197	66%
Anxiety/ Depression problems	63	38%	104	34%
<i>[Missing data]</i>	5-13	<i>[3-8%]</i>	18-27	<i>[6-8%]</i>
Long-standing physical or mental health problem or disability⁶	97	66%	168	61%
<i>[Missing data]</i>	28	<i>[16%]</i>	52	<i>[16%]</i>

⁵ 'Health state today' was measured using the EQ-5D descriptive system, in this table the EQ-5D levels have been dichotomised into 'no problems' (i.e. level 1) and 'problems' (i.e. level 2 and 3) and results are presented as the frequency and proportion of reported problems for each dimension

⁶ Frequency and proportion of those reporting one or more long standing condition at Q49.

Respondent Characteristics	London Ambulance Trust		Combined trust samples	
	Number	%	Number	%
Ambulance Service Response				
Telephone advice (only)	21	12%	23	7%
Emergency response	152	88%	303	93%

7 Freephone calls

The covering letters and questionnaires sent to participants provided a freephone number that participants could call if they had any queries about how to complete the questionnaire or if they wished to opt out of the survey.

Across all three trusts participating in the Category C patient survey pilot there were 7 calls to the FREEPHONE, representing 1.8% of those surveyed. The calls can be grouped as follows:

- 2 called to say they had received a reminder but not mailing one and said they would like to receive the second questionnaire
- 2 called to opt out of the survey
- 1 had a question about how to complete the questionnaire (requiring the help of a language line interpreter)
- 1 reported a change of address
- 1 called to say the recipient was deceased

Appendix 1: Overall pilot results

7.1 CALLING THE AMBULANCE

Q1 Before the ambulance service was called did you (or the person who called the ambulance service) consider calling any other organisation or service for help? (e.g. NHS Direct, GP)

	Number	Percentage
Yes	74	25%
No	227	75%
Total specific responses	301	100%
Don't know/ Can't remember	19	
Missing responses	6	

Answered by all

Q2 What was the main reason you (or they) chose to call the ambulance service?

	Number	Percentage
...the ambulance service could give me the professional attention I needed	159	52%
...the ambulance service could respond quickly	65	21%
...the ambulance service could provide me with transport to hospital	40	13%
I was not aware of any other service available at the time	7	2%
I did try to get help elsewhere, but was told I needed the a	23	8%
Some other reason	9	3%
Total specific responses	303	100%
Don't know/ Can't remember	1	
Missing responses	22	

Answered by all

Q3 Where were you when the ambulance service was called?

	Number	Percentage
At home	264	83%
In a public place	32	10%
Somewhere else	24	8%
Total specific responses	320	100%
Don't know/ Can't remember	0	
Missing responses	6	

Answered by all

7.2 FIRST CONTACT WITH THE AMBULANCE CONTROL ROOM

Q4 Did you speak to the operator at the ambulance control room?

	Number	Percentage
Yes	107	35%
No, someone else spoke to them on my behalf	198	65%
Total specific responses	305	100%
Don't know/ Can't remember	7	
Missing responses	14	

Answered by all

Q5 Was the ambulance control room operator reassuring?

	Number	Percentage
Yes, definitely	88	81%
Yes, to some extent	18	17%
No	2	2%
Total specific responses	108	100%
Don't know/ Can't remember	1	
Missing responses	1	

Answered by all who spoke to an operator

Q6 How would you rate the courtesy of the ambulance control room operator?

	Number	Percentage
Excellent	60	56%
Very good	37	34%
Good	6	6%
Fair	3	3%
Poor	0	0%
Very poor	2	2%
Total specific responses	108	100%
Missing responses	1	

Answered by all who spoke to an operator

7.3 TELEPHONE ASSESSMENT AND ADVICE

Q7 Did the ambulance control room operator pass your call on to a telephone advisor to assess your situation or give you advice over the phone?

	Number	Percentage
Yes	58	57%
No	43	43%
Total specific responses	101	100%
Don't know/ Can't remember	12	
Missing responses	2	

Answered by all except those who did NOT speak to an operator

Q8 How long did you have to wait to speak to this person?

	Number	Percentage
I spoke to them straight away	42	72%
Fifteen minutes or less	10	17%
More than fifteen minutes but less than half an hour	1	2%
More than half an hour	5	9%
Total specific responses	58	100%
Don't know/ Can't remember	1	
Missing responses	0	

Answered by all who spoke to a telephone advisor

Q9 How do you feel about the length of time you waited before you spoke to them?

	Number	Percentage
It was as soon as I thought was necessary	47	82%
It should have been a bit sooner	5	9%
It should have been a lot sooner	5	9%
Total specific responses	57	100%
Don't know/ Can't remember	1	
Missing responses	2	

Answered by all who spoke to a telephone advisor

Q10 Were they reassuring?

	Number	Percentage
Yes, definitely	45	78%
Yes, to some extent	10	17%
No	3	5%
Total specific responses	58	100%
Don't know/ Can't remember	1	
Missing responses	2	

Answered by all who spoke to a telephone advisor

Q11 How would you rate the courtesy of the telephone advisor?

	Number	Percentage
Excellent	27	46%
Very good	23	39%
Good	4	7%
Fair	3	5%
Poor	1	2%
Very poor	1	2%
Total specific responses	59	100%
Missing responses	1	

Answered by all who spoke to a telephone advisor

Q12 Did you feel you were given enough advice on the telephone about what to do?

	Number	Percentage
Yes, definitely	38	69%
Yes, to some extent	15	27%
No	2	4%
Total specific responses	55	100%
I did not want/ need any advice	3	
Don't know/ Can't remember	1	
Missing responses	0	

Answered by all who spoke to a telephone advisor

Q13 Did they explain the advice they gave you in a way you could understand?

	Number	Percentage
Yes, definitely	44	81%
Yes, to some extent	9	17%
No	1	2%
Total specific responses	54	100%
Don't know/ Can't remember	1	
Missing responses	1	

Answered by all who were given advice by a telephone advisor

Q14 How would you rate the advice you were given over the telephone?

	Number	Percentage
Excellent	25	45%
Very good	16	29%
Good	6	11%
Fair	4	7%
Poor	3	5%
Very poor	1	2%
Total specific responses	55	100%
Missing responses	1	

Answered by all who were given advice by a telephone advisor

7.4 ATTENDANCE BY THE AMBULANCE SERVICE

Q15 Did anyone from the ambulance service come out to help you?

	Number	Percentage
Yes	296	95%
No, but I think that they should have	6	2%
No, and I agreed with this decision	11	4%
Total specific responses	313	100%
Don't know/ Can't remember	0	
Missing responses	13	

Answered by all

Q16 Were you told how long you would have to wait for someone from the ambulance service to arrive?

	Number	Percentage
Yes, but the wait was shorter	125	50%
Yes and I had to wait about as long as I was told	56	22%
Yes, but the wait was longer	19	8%
No, I was not told	49	20%
Total specific responses	249	100%
Don't know/ Can't remember	44	
Missing responses	5	

Answered by all who had someone from the ambulance service come out to help

Q17 How do you feel about the length of time you were waiting before someone from the ambulance service arrived?

	Number	Percentage
They arrived as soon as I thought was necessary	231	86%
They should have arrived a bit sooner	25	9%
They should have arrived a lot sooner	13	5%
Total specific responses	269	100%
Don't know/ Can't remember	24	
Missing responses	6	

Answered by all who had someone from the ambulance service come out to help
Q18 Was the person(s) who came out to help you reassuring?

	Number	Percentage
Yes, definitely	265	91%
Yes, to some extent	19	7%
No	6	2%
Total specific responses	290	100%
Don't know/ Can't remember	2	
Missing responses	8	

Answered by all who had someone from the ambulance service come out to help

Q19 Did you have trust and confidence in them?

	Number	Percentage
Yes, definitely	271	91%
Yes, to some extent	22	7%
No	5	2%
Total specific responses	298	100%
Don't know/ Can't remember	3	
Missing responses	6	

Answered by all who had someone from the ambulance service come out to help

Q20 Did they do everything they could to help control your pain?

	Number	Percentage
Yes, definitely	186	77%
Yes, to some extent	42	17%
No	15	6%
Total specific responses	243	100%
I did not have any pain	44	
Don't know/ Can't remember	8	
Missing responses	11	

Answered by all who had someone from the ambulance service come out to help

Q21 Did they explain your care and treatment in a way you could understand?

	Number	Percentage
Yes, definitely	214	83%
Yes, to some extent	38	15%
No	7	3%
Total specific responses	259	100%
I did not receive any treatment	22	
Don't know/ Can't remember	9	
Missing responses	16	

Answered by all who had someone from the ambulance service come out to help

Q22 If friends or relatives were with you, were they given enough information about your condition and treatment?

	Number	Percentage
Yes	193	96%
No	8	4%
Total specific responses	201	10%
No friends or relatives were with me	60	
No information was wanted/ needed	22	
Don't know/ Can't remember	9	
Missing responses	14	

Answered by all who had someone from the ambulance service come out to help

7.5 TRANSPORT

Q23 Were you provided with transport by the ambulance service?

	Number	Percentage
Yes	262	91%
No	27	9%
Total specific responses	289	100%
Missing responses	18	

Answered by all who had someone from the ambulance service come out to help OR were unsure

Q24 What kind of vehicle was it?

	Number	Percentage
Ambulance van or car	264	100%
Taxi	1	0%
Some other form of transport	0	0%
Total specific responses	265	100%
Missing responses	2	

Answered by all who were provided with transport by the ambulance service

Q25 How clean was the inside of the vehicle?

	Number	Percentage
Very clean	193	84%
Fairly clean	35	15%
Not very clean	1	0%
Not at all clean	0	0%
Total specific responses	229	100%
Don't know/ Can't remember	36	
Missing responses	2	

Answered by all who were provided with an ambulance (van or car)

Q26 Was the way you got into the vehicle appropriate considering your condition at the time? (e.g. by walking, on a stretcher etc.)

	Number	Percentage
Yes	253	98%
No	5	2%
Total specific responses	258	100%
Don't know/ Can't remember	8	
Missing responses	3	

Answered by all who were provided with transport by the ambulance service

Q27 Were you taken to a hospital?

	Number	Percentage
Yes	261	98%
No	5	2%
Total specific responses	266	100%
Missing responses	5	

Answered by all who were provided with transport by the ambulance service

7.6 IF YOU WERE NOT TAKEN TO HOSPITAL

Q28 Did you agree with the decision not to be taken to hospital by the ambulance service?

	Number	Percentage
Yes	35	78%
No	10	22%
Total specific responses	45	100%
Not sure	3	
I was advised to go to hospital but chose not to	6	
Missing responses	3	

Answered by all who were NOT taken to hospital by the ambulance service

Q29 How much information about your condition and treatment was given to you by the ambulance service?

	Number	Percentage
Not enough	6	13%
Right amount	39	87%
Too much	0	0%
Total specific responses	45	100%
I was not given any information about my treatment/condition	9	
Missing responses	4	

Answered by all who were NOT taken to hospital by the ambulance service

Q30 Were you given advice about what to do if you needed help again?

	Number	Percentage
Yes	41	82%
No	9	18%
Total specific responses	50	100%
I did not want/need advice	1	
Don't know/ Can't remember	3	
Missing responses	4	

Answered by all who were NOT taken to hospital by the ambulance service

Q31 Did the ambulance service put you in touch with, or tell you to contact, any other parts of the NHS or any other organisations?

	Number	Percentage
Yes, I was put in touch with someone else	7	14%
Yes, I was told to contact them myself	19	37%
No	25	49%
Total specific responses	51	100%
Don't know/ Can't remember	3	
Missing responses	2	

Answered by all who were NOT taken to hospital by the ambulance service

Q32 How much information was given to you by the ambulance service to help you contact the service or organisation?

	Number	Percentage
Not enough	1	7%
Right amount	13	93%
Too much	0	0%
Total specific responses	14	100%
I did not want/ need any information	6	
Missing responses	0	

Answered by all who were told to contact another organisation or service

Q33. Who were you put in touch with or told to contact?

	Number	% (Base: Respondents)	% (Base: Responses)
I was put in touch with or told to contact a GP or nurse	21	77%	60%
I was put in touch with or told to contact A&E	6	22%	17%
I was put in touch with or told to contact a walk in centre or minor injuries unit	1	4%	3%
I was put in touch with or told to contact a mental health service	0	0%	0%
I was put in touch with or told to contact NHS Direct	3	11%	9%
I was put in touch with or told to contact some other health care team	0	0%	0%
I was put in touch with or told to contact social services	2	7%	6%
I was put in touch with or told to contact a voluntary organisation	0	0%	0%
I was put in touch with or told to contact some other service or organisation	1	4%	3%
Total	27	125%	100%
Don't know	1		

Answered by all who were put in touch with or told to contact any other parts of the NHS or other organisations

7.7 OVERALL

Q34 Overall do you feel the ambulance service staff treated you with respect and dignity?

	Number	Percentage
Yes, definitely	299	94%
Yes, to some extent	14	4%
No	5	2%
Total specific responses	318	100%
Don't know/ Can't remember	2	
Missing responses	6	

Answered by all

Q35 Do you feel the ambulance service staff listened carefully to what you had to say?

	Number	Percentage
Yes, definitely	285	93%
Yes, to some extent	17	6%
No	4	1%
Total specific responses	306	100%
Don't know/ Can't remember	8	
Missing responses	12	

Answered by all

Q36 Do you feel the ambulance service staff understood your needs?

	Number	Percentage
Yes, definitely	266	86%
Yes, to some extent	34	11%
No	9	3%
Total specific responses	309	100%
Don't know/ Can't remember	4	
Missing responses	13	

Answered by all

Q37 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Number	Percentage
Yes, definitely	227	79%
Yes, to some extent	48	17%
No	12	4%
Total specific responses	287	100%
Don't know/ Can't remember	18	
Missing responses	21	

Answered by all

Q38 Was the main reason for your call to the ambulance service dealt with to your satisfaction?

	Number	Percentage
Yes, completely	275	89%
Yes, to some extent	21	7%
No	13	4%
Total specific responses	309	100%
Missing responses	17	

Answered by all

Q39 Overall, how would you rate the care you received from the ambulance service?

	Number	Percentage
Excellent	217	69%
Very good	69	22%
Good	13	4%
Fair	6	2%
Poor	5	2%
Very poor	3	1%
Total specific responses	313	100%
Missing responses	13	

Answered by all

7.8 ABOUT YOU

Q40 Who filled in this questionnaire?

	Number	Percentage
The person named on the front of the envelope	216	70%
Both the person named and someone else	44	14%
Someone else	48	16%
Total specific responses	308	100%
Missing responses	18	

Answered by all

Q41 How many times have you used the emergency ambulance services in the last 12 months?

	Number	Percentage
1	157	53%
2	67	23%
3	34	12%
4	15	5%
5	9	3%
6	5	2%
7	2	1%
8	1	0%
9	1	0%
10	1	0%
12	1	0%
15	1	0%
Total specific responses	294	100%
Missing responses	32	

Answered by all

Q44 Mobility

	Number	Percentage
I have no problems in walking about	124	40%
I have some problems in walking about	178	58%
I am confined to bed	6	2%
Total specific responses	308	100%
Missing responses	18	

Answered by all

Q45 Self-care

	Number	Percentage
I have no problems with self care	195	64%
I have some problems with washing or dressing myself	86	28%
I am unable to wash or dress myself	24	8%
Total specific responses	305	100%
Missing responses	21	

Answered by all

Q46 Usual activities

	Number	Percentage
I have no problems with performing my usual activities	116	39%
I have some problems with performing my usual activities	125	42%
I am unable to perform my usual activities	58	19%
Total specific responses	299	100%
Missing responses	27	

Answered by all

Q47 Pain / Discomfort

	Number	Percentage
I have no pain or discomfort	103	34%
I have moderate pain or discomfort	158	53%
I have extreme pain or discomfort	39	13%
Total specific responses	300	100%
Missing responses	26	

Answered by all

Q48 Anxiety / Depression

	Number	Percentage
I am not anxious or depressed	198	66%
I am moderately anxious or depressed	89	29%
I am extremely anxious or depressed	15	5%
Total specific responses	302	100%
Missing responses	24	

Answered by all

Q49. Do you have any of the following long-standing conditions?

	Number	% (Base: Respondents)	% (Base: Responses)
I have a long-standing condition involving deafness or hearing impairment	47	17%	13%
I have a long-standing condition involving blindness or partially sighted	27	10%	8%
I have a long-standing condition involving a physical condition	84	30%	24%
I have a long-standing condition involving a learning disability	5	2%	1%
I have a long-standing condition involving a mental health condition	15	5%	4%
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	65	23%	18%
I do not have a long-standing condition	109	39%	31%
Total	277	127%	100%
Missing responses	52		

Answered by all

Q50. Does this condition(s) cause you difficulty with any of the following?

	Number	% (Base: Respondents)	% (Base: Responses)
This condition causes me difficulty with everyday activities that people of my age can usually do	115	65%	31%
This condition causes me difficulty at work, in education, or training	27	15%	7%
This condition causes me difficulty with access to buildings, streets, or transport vehicles	68	38%	18%
This condition causes me difficulty with reading or writing	38	21%	10%
This condition causes me difficulty with people's attitudes to me because of my condition	21	12%	6%
This condition causes me difficulty with communicating, mixing with others, or socialising	53	30%	14%
This condition causes me difficulty with other activities	28	16%	7%
This condition does not cause me difficulty with any of these	26	15%	7%
Total	177	212%	100%
Missing responses	10		

Answered by those with a long-standing condition

Appendix 2: Respondents' comments

Space was allocated at the end of the questionnaire for respondents to write their own comments about their experiences of the ambulance services. These comments are reported verbatim.

41 per cent of respondents (n=71) commented on what was particularly good about their care, these comments are shown in Table A2.1 below.

Table A2.1 Comments for 'Was there anything particularly good about your care?'

Was there anything particularly good about your care?
Long term heart problem and diabetes 2006 heart attack and very fast heart rate at all times. Ambulance staff were excellent.
As the ticked boxes show - excellent, kind service.
Good advice.
Everything was 1st class.
Yes the service is good but they should be time concessions. They should do things on time.
The ambulance service is the best service in the country.
Both ambulance men were very friendly, reassuring and looked after me exceedingly well.
The doctor on the phone was very good.
They do an excellent job.
Yes, attention and care with sympathy.
They were very caring people. Well done.
Ambulance members were polite, courteous and took time to find out what was wrong with me.
Yes, the ambulance service staffs were so kind and gentle to me.
Yes, the ambulance crew were extremely caring about my requirements, and they obtained all the medical information they required in the form of blood pressure readings, blood sugar readings, pulse, my age, details of any previous medical history, etc.
It was very good thank you.
The ambulance people came quickly, spoke explained clearly and were very cheerful which lightened the mood.
Twice the ambulance personnel took me to the [hospital name] where I am being treated even though it is not our local hospital. This helped greatly in my care and treatment for complication of a brain tumour.
The ambulance men were very kind and kept me talking to take my mind off the pain.
Three out of the four paramedics were very efficient unfortunately one was not very empathetic to my situation.
They were most friendly and concerned.
Very attentive, kind and gentle.
We have always found the ambulance service to be excellent in care - attitude and respect to an elderly person.
Outstanding care, really pleased with the way the paramedics treated me.
I was well cared for and given any advice on what to do after going home.
Yes, the ambulance workers were a pleasure to deal with and calmed me down.
The care that I received was excellent.
Could not praise enough.
Reassuring telephone manner.

Was there anything particularly good about your care?
They were very kind and understanding. It is good to know the ambulance service is there to help us. We are so lucky in this country to have the NHS.
On the three occasions the crew treated me with great care, second to none.
London ambulance service on the date [date] was excellent.
Their consideration and kindness.
Very friendly staff.
I was fortunate to be attended by paramedics who were able to carry out various checks en route to hospital.
Everything is very good and my father appreciates the services.
Two ambulance crew attended. Their friendly, slightly jokey approach, calmed and took away my fear and anxiety, because I was secure with them.
The ambulance staff were very kind and considerate. Impressed with their professionalism.
Once the ambulance arrived everything went smoothly.
They were excellent I have never been in ambulance before, I was in a lot of pain they cared for me 100%. They were very pleasant and spoke all the time helping me to relax. They couldn't do enough for me.
Was admitted to the [Hospital name 1] by my GP, was taken by my son. Was transferred as an in-patient from the [Hospital name 1] to [Hospital name 2] by ambulance and was happy with my care.
The ambulance service was excellent and the kindly personnel.
It was all 1st class.
Everything was fairly good.
I was completely satisfied with the service.
Good service.
It was excellent. And the treatment I have received at [Hospital name] is excellent.
Two ambulance people took my mother to hospital in a chair. They were most attentive to her safety and wellbeing.
Both attendants were most helpful.
I have nothing but admiration for the cheery and friendly personnel of the ambulance service, my wife and I found everyone to be kind courteous and caring in every way.
Both ambulance emergency staff were very professional and fantastic in reassuring me and my brother who were both anxious being visitors in a foreign country.
It was transfer from [Hospital name 1] to [Hospital name 2]. Ambulance was on time and staff driver and nurse were very pleasant and helpful.
People were good at their job but a patient needs to be taken seriously with any type of condition.
Care was very good all round.
Every ambulance crew I have come across has been brilliant.
To me they took good care of me. Thanks to them.
Response time is definitely a strong point of NHS.
The crew were friendly and gave me the feeling of ease and calmness in a situation that was very frightening and painful. They were excellent.
I found the service extremely satisfactory and could not have asked for more. Thanks!
The ambulance service was the best part of service.
The ambulance crew could not have been more caring, efficient and friendly.
The crew were very kind and caring.
The paramedics were excellent.
The doctors looked after me well.
Yes, I urgently need to go to the toilet and the staff did everything they could to assist me a.s.a.p. Thanks

Was there anything particularly good about your care?
I could not wish for better care or help
The care could not have been bettered
The ambulance men were kind and friendly and although they could not give me any pain relief because of my condition tried to make me feel as relaxed as possible. My daughter who rang the ambulance service has also said that she was grateful for the support and reassurance she received.
The ambulance crew were very kind and helpful and stayed with me for a while after I arrived at the hospital
Two women provide a reassuring and easy to understand assessment. Explained implications of not being treated and why hospital treatment was necessary.
Very good.
The ambulance service was very good. The lady explained everything. She kept my spirits up by talking.

14 per cent of respondents (n=24) commented on things that could have been improved, these comments are shown in Table A2.2 below.

Table A2.2 Comments for ‘Was there anything that could have been improved?’

Was there anything that could have been improved?
Service time should be improved, many of the things are slow.
No, I had called the ambulance service many times and they have always been excellent.
Yes, I think the operator at the ambulance control room should release the ambulance to arrive on time as soon as someone call for ambulance to avoid any inconveniences.
Yes, the ambulance arrived about one hour after it was called. It would be reasonable to expect a delay of 15 minutes only from the time that the ambulance was called.
Because of the extreme pain I was in, I felt that the response time of the ambulance could have been sooner.
Length of time of arrival could be improved.
Waiting times. The system of RED + GREEN calls is in need of reform. Extremely high levels of pain was experienced yet I still waited just under an hour. My only fault with the service, but a major one nonetheless.
No just follow doctors advice.
An ambulance could have been provided. A relative had to leave work to take me to hospital.
The time it took the ambulance to get to me was far too long. 2 hours nearly.
Excellent service.
Waiting for an ambulance is long. Waiting to be seen was long. After seeing a doctor, and if I was not happy they should reassure and check for other special arrangements I don't take anything for granted but at least I should seen or reviewed with another opinion.
Better shock absorbers in ambulance.
The waiting time at the hospital for the doctor to see the patient.
Your control room refused to send an ambulance, they couldn't quite grasp that in 36 years I have never called an ambulance to attend A&E, I have always made my own way there. I think they could have been much more responsive and needing less persuasion when I really did need help, in hospital I had three emergency operations and stayed admitted for 4 weeks! But, apparently it was felt my condition did not warrant aid from the ambulance service!
I was in the observation ward, on a drip, for three days. All started when I went to the [name] Clinic, the tablets affected me, I have Osteoarthritis which gave me a lot of pain and I cant walk. The last night I was in [hospital name 1] they move me to [hospital name 2] 3am in the morning, never done anything, then sign me off, Saturday dinnertime, and I couldn't get my antibiotics tablets, they gave me enough tablets to last me overnight until we got some more on the Sunday.
Not really. The ride in the ambulance is a bit 'rickety' but is not a real problem.
The London ambulance operator was unhelpful. 4 calls to 999. 5th call to 999 was answered by Surrey ambulance. An ambulance then arrived within 6 mins. But the wait of 55 mins was unacceptable. As my wife then needed emergency surgery.
I went in an ambulance van. I already had a fracture in my back. I was going for an X-Ray. The van jolted and bumped as if it had no springs. It made my back worse. I am still in pain.
Length of waiting time.
No the service was excellent.
Very good experience was kept informed at each step whilst waiting for treatment in hospital - Nothing that could be improved.
Yes I could be taken seriously as I was in considerable pain but was told to deal with it by myself because it was Sunday.
Initially it was my twelve year old daughter that made the call. Then my mum arrived and took the call. I could not move for 25 minutes as I had injured my back. Somebody on the phone made a decision that I did not need an ambulance. In my opinion that was nothing more than a lucky guess. The outcome could have been very different.

12 per cent of respondents (n=21) commented further on their experience of the ambulance service, these comments are shown in Table A2.3 below.

Table A2.3 Comments for ‘Anything else?’

Anything else?
Yes wish there were people to take me out in wheelchair once in a while. Am not very heavy, have dropped to seven stone. Completed myself.
In general this health service should continue.
Thank you
All the personnel were kind, helpful and considerate to myself and my family.
Please thank the London ambulance service for all they did.
Thank you very much for all your help.
I was in good hands and each person explained what I should do on my returning home.
I believe the nurses and ambulance workers aren't thanked enough! After all, they do save lives.
It was an excellent service given and nothing needs improving.
Too long a wait in hospital reception area before admission.
I was told all the ambulances for NHS in London were engaged at the moment and I had to get a cab to take me to the nearest hospital. My wife had to go out and get one which took us to <i>[hospital name]</i> .
Hospital nurses and doctors careless
My experience with the A.S. has always caused my admiration in their services.
Thanks for your service.
I would rate their service 101%. All can say they do a great job.
As a stroke patient, I have frequent falls. The ambulance service come and help me up with kindness and courtesy and they are my lifeline.
This form was filled in by my wife who does everything for me and was with me when ever it was necessary to go to hospital. Thank you so much for everything you have done.
The ambulance service transported me from 1 hospital to another. I got originally to hospital via a taxi. The staff organized the ambulance between the two hospitals
Job well done thanks.
Yes, I had pain in my hear after they check my temperature with the machines.
There is more room for improvement.
No. I have no complaint about any aspect of my care. The crews are excellent.