**National NHS patient survey programme**

**2013/2014 Ambulance survey of ‘Hear and Treat’ callers**

**The Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

**2013/2014 Ambulance survey of ‘Hear and Treat’ callers**

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences.

This document provides tables showing the national results for the 2013/2014 survey of callers to ambulance ‘Hear and Treat’ services. These callers would have received telephone triage and advice from trained clinical support advisors when calling ‘999’. Focusing surveys on this particular service user group provides feedback from an expanding group of service users who have not previously been asked to report on their experiences of services through a standardised national survey. The results contained here are described in a national summary published on the CQC website (see further information section for the website address).

The survey captured the experience of whoever made the call and received telephone advice, whether that was the patient or someone else calling on their behalf. For full details of the sampling methodology, please see the survey guidance manual (see further information section).

Over 2,900 callers receiving ‘Hear and Treat’ advice were surveyed, as 55% of the people who were contacted agreed to take part in the survey[[1]](#footnote-1). The sample for the survey included all callers aged 18 years or older who had received clinical advice from the ambulance service when they called ‘999’ during the sample period for each ambulance trust, covering December 2013 and January 2014.

Two different approaches are in use by ambulance trusts in England and these determine the type of service that callers receive when put through to the ambulance service: NHS Pathways, and the Medical Priority Dispatch System (MPDS)[[2]](#footnote-2). With NHS Pathways, the call taker will conduct a thorough series of triage assessments during the original call and may classify the service user as ‘Hear and Treat’ depending on the outcome of these assessments. With MPDS, however, a service user will respond to a small number of clinical questions with a call taker and then normally receive a more detailed call back from a clinician within a time frame determined by the severity of the condition. Hence, in the MPDS system there are often two calls: an initial 999 call from the service user and then a call back from the clinician. This can occur in NHS Pathways as well as part of the triage process, though not as standard.

The survey included ten ambulance trusts[[3]](#footnote-3) of whom six use MPDS and four use NHS Pathways.

The 2013/2014 ‘Hear and Treat’ survey is the first telephone survey carried out under the national NHS Survey programme. However it is the third survey covering ambulance services run as part of the National NHS Patient Survey programme. The last survey ran in 2008 and focused on Category C service users which describes service users assessed by the ambulance service as having a non-urgent or not life threatening condition and are assigned a lower priority than life threatening or other urgent calls. Please note that results from the Category C survey are not comparable to those from the ‘Hear and Treat’ survey.

This survey is part a wider programme of NHS patient surveys, which cover a range of topics including maternity, inpatient, outpatient, A&E services, and community mental health services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

The results from this survey will be used by the Care Quality Commission as part of its work on reviewing ambulance services. NHS England will use the results of the survey to check progress and improvement against the objectives set out in the NHS mandate. The Department of Health will use the data to gain insights on how emergency ambulance services are delivered, which will help inform policy. The Trust Development Authority will use the results to inform its oversight, approvals and development work with trusts.

**Interpreting the tables**

This document provides tables showing the national results for the 2013/2014 ambulance survey of ‘Hear and Treat’ callers.

The tables show all specific responses to a question. Responses such as "not sure / can’t remember”, or where respondents have refused to answer a particular question are not shown, as these do not help evaluate performance. The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a ‘weight’ to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts. This has been applied to all questions except for the demographic questions at the end of the report which show national data without weighting applied, as it is more appropriate to present the real percentages of respondents, rather than average figures.

**Filter questions**

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent only spoke to one person at the ambulance service, they were not asked the series of questions about the second person spoken to.

Due to the extensive filtering that was incorporated into the telephone survey, question numbering has not been added, as the process was not linear for all respondents. Instead, we have reported results using abbreviated question names, for example: “*WhyNotFollow”* represents the question *“Why was it not possible to follow the advice?”*

**Notes on Specific Questions**

Two questions that were in the interview schedule could not be included in the final results as not enough respondents answered these questions:[[4]](#footnote-4)

*WhoCont: Which health professional was contacted?*

*WhichRef: Which service did the ambulance service advise/arrange an appointment with?*

A number of the questions in the interview schedule were multiple choice, meaning that respondents could give more than one answer. This means that percentages will add up to more than 100%. These questions are:

*Advise: Who advised you to call 999?*

*Outcome: What happened at the end of your call with the ambulance service?*

*WhyNotFollow: Why was it not possible to follow the advice?*

*WhichRef: Which service did the ambulance trust advise seeing / arrange an appointment with?*

*LTCond: Do you have any of the following long-standing condition?*

*DiffCond: Does this condition cause you difficulty with any of the following?*

**Further information**

The full national results are on the CQC website, together with an A to Z list to view the results for each ambulance trust (alongside the technical document outlining the methodology and the scoring applied to each question):

**www.cqc.org.uk/Ambulancesurvey201314**

Full details of the methodology of the survey can be found at:

[**http://www.nhssurveys.org/surveys/285**](http://www.nhssurveys.org/surveys/285)

More information on the programme of NHS patient surveys is available at:

[**www.cqc.org.uk/public/reports-surveys-and-reviews/surveys**](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)

More information on CQC’s role in regulating, checking and inspecting services is available on the CQC website:

[**http://www.cqc.org.uk/**](http://www.cqc.org.uk/)

**ON CALLING ‘999’**

|  |  |  |
| --- | --- | --- |
| **Dispatch: Did an operator ask which emergency service you required?** | | |
| Yes | 2774 | 99% |
| No | 38 | 1% |
| Number of respondents | 2812 | 100% |

Answered by all

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **NumberAmb: How many people in total did you speak to at the ambulance service not including the operator?** | | |
| 1 | 1768 | 67% |
| 2 | 748 | 28% |
| More than 2 | 118 | 4% |
| Number of respondents | 2634 | 100% |

Answered by all

Note: All respondents who were not sure, couldn’t remember or refused to answer the question have been excluded.

**REASONS FOR CALLING ‘999’**

|  |  |  |
| --- | --- | --- |
| **Patient\_TP: Did you call ‘999’ for yourself?** | | |
| Yes | | 1393 | 48% | |
| No, I called on behalf of another adult aged 18 or over | | 1410 | 49% | |
| No, I called on behalf of someone under the age of 18 | | 84 | 3% | |
| Number of respondents | | 2887 | 100% | |
| Answered by all | | | | |

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |  |
| --- | --- | --- | --- |
| **Advise: Who advised you to call ‘999’? Tick all that apply.** | | | |
| Your local doctors' surgery | | 161 | 6% |
| An out of hours GP service | | 101 | 4% |
| NHS Direct/ NHS 111 | | 200 | 7% |
| A walk in centre | | 16 | 1% |
| A hospital or hospital department | | 72 | 3% |
| Another health professional or service | | 62 | 2% |
| No-one advised you | | 2351 | 82% |
| Number of respondents | | 2963 | 100% |
| Answered by all | | | |

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **SvceTime: How long before you called ‘999’ did you contact that person or service?** | | |
| 0-15 minutes | 250 | 56% |
| More than 15 minutes up to an hour | 105 | 23% |
| More than 1 hour but no more than 4 hours | 42 | 9% |
| More than 4 hours but no more than 24 hours | 11 | 2% |
| Between 1 day and 1 week | 20 | 4% |
| More than 1 week | 21 | 5% |
| Number of respondents | 448 | 100% |

Answered by all people who were advised by someone to call 999.

Note: All respondents who did not know or refused to answer the question have been excluded.

**FIRST PERSON**

|  |  |  |
| --- | --- | --- |
| **NoPersCheck: At the start of the survey, you said you spoke to [1/2/more than 2 person/people] not including the operator who put you through to the ambulance service. Is that correct?** | | |
| Yes | 2540 | 96% |
| No | 100 | 4% |
| Number of respondents | 2640 | 100% |
| Answered by all | | |

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ListenCT: Thinking about the first person you spoke to, did they listen to what you had to say?** | | |
| Yes, completely | 2486 | 87% |
| Yes, to some extent | 308 | 11% |
| No | 66 | 2% |
| Number of respondents | 2860 | 100% |
| Answered by all | | |

Note: All respondents who were not sure, couldn’t remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **FearsCT: Did you have the opportunity to discuss any fears or anxieties with the first person you spoke with?** | | |
| Yes and I did this | 1603 | 70% |
| I could have done but didn’t want to | 174 | 8% |
| No | 519 | 23% |
| Number of respondents | 2297 | 100% |
| Answered by all | | |

Note: All respondents who did not have fears or anxieties, did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ReassureCT: Was the first person you spoke with reassuring?** | | |
| Yes, completely | 1986 | 71% |
| Yes, to some extent | 511 | 18% |
| No | 301 | 11% |
| Number of respondents | 2798 | 100% |
| Answered by all | | |

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

| **ConfCT: Did you have confidence in the first person you spoke with?** | | | |
| --- | --- | --- | --- |
| Yes, completely | | 2090 | 74% |
| Yes, to some extent | | 437 | 15% |
| No | | 311 | 11% |
| Number of respondents | | 2837 | 100% |
| Answered by all | | | |
| |  |  |  | | --- | --- | --- | | **DignityCT: Were you treated with dignity and respect by the first person you spoke with?** | | | | Yes, completely | 2492 | 87% | | Yes, to some extent | 247 | 9% | | No | 109 | 4% | | Number of respondents | 2849 | 100% | | Answered by all | | |   Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded. | | | | |

|  |  |  |
| --- | --- | --- |
| **ApprQnsCT: In your opinion do you think the first person asked an appropriate number of questions?** | | |
| Yes | 2226 | 80% |
| No, there were too many | 343 | 12% |
| No, there were not enough | 200 | 7% |
| Number of respondents | 2769 | 100% |
| Answered by all | | |

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **QnRelevant: Did you feel that the questions the first person asked were relevant to your situation?** | | |
| Yes, completely | 2033 | 73% |
| Yes, to some extent | 543 | 19% |
| No | 223 | 8% |
| Number of respondents | 2799 | 100% |
| Answered by all | | |

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **UnderstandingCT: Did you feel that the first person you spoke to understood what you were telling them?** | | |
| Yes, completely | 2190 | 77% |
| Yes, to some extent | 456 | 16% |
| No | 186 | 7% |
| Number of respondents | 2831 | 100% |
| Answered by all | | |

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **InfoGivenCT: Did the first person tell you what to do if the situation changed?** | | |
| Yes | 599 | 77% |
| No | 182 | 23% |
| Number of respondents | 781 | 100% |

Answered by all who spoke to two or more people at the ambulance service.

Note: All respondents who were not sure or could not remember have been excluded.

|  |  |  |
| --- | --- | --- |
| **InfoFollowCT: Were you able to understand the instructions given?** | | |
| Yes, completely | 544 | 94% |
| Yes, to some extent | 36 | 6% |
| No | 2 | 0% |
| Number of respondents | 581 | 100% |

Answered by all who spoke to two or more people at the ambulance service and were told what to do if the situation changed.

Note: All respondents who were not given any instructions, were not sure or could not remember have been excluded.

**SECOND PERSON**

|  |  |  |
| --- | --- | --- |
| **CallBackTA: Thinking about the second person you spoke to, did they …** | | |
| Call back after the original call? | 598 | 76% |
| Were you put through to them during the initial call? | 189 | 24% |
| Number of respondents | 787 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **AwareCallBackTA: Were you told you would receive a call back?** | | |
| Yes, you were told | 528 | 94% |
| No, you were not told and you would have liked to have know | 14 | 2% |
| No, you were not told and you did not mind | 22 | 4% |
| Number of respondents | 564 | 100% |

Answered by all who spoke with a second person at the ambulance service and who were called back after their original call.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **WaitCallBackTA: Were you told what to do while you waited for the call back?** | | |
| Yes, you were told | 344 | 71% |
| No, you were not told and you would have liked to have known | 68 | 14% |
| No, you were not told and you did not mind | 70 | 15% |
| Number of respondents | 482 | 100% |

Answered by all who spoke with a second person at the ambulance service and were aware that they would receive a call back.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ExplainTimeCallBack: Were you told when you would be called back?** | | |
| Yes, I was told | 392 | 80% |
| No, I was not told and I would have liked to know | 56 | 11% |
| No, I was not told and I did not mind | 39 | 8% |
| Number of respondents | 487 | 100% |

Answered by all who spoke with a second person at the ambulance service and were aware that they would receive a call back.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **TimeCallBackTA: After you finished your initial 999 call, approximately how long did you have to wait before you received a call back from the second person?** | | |
| 0-20 minutes | 359 | 63% |
| 21-60 minutes | 172 | 30% |
| More than an hour up to 2 hours | 33 | 6% |
| More than 2 hours up to four hours | 8 | 1% |
| Or more than 4 hours | 2 | 0% |
| Number of respondents | 573 | 100% |

Answered by all who spoke with a second person at the ambulance service and were called back after the original call.

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **FeelCallBackTA: Which of the following best describes how you feel about the length of time you waited before someone called you back?** | | |
| It was sooner than I expected | 210 | 37% |
| It was as soon as I thought was necessary | 150 | 26% |
| It should have been a bit sooner | 115 | 20% |
| It should have been a lot sooner | 100 | 17% |
| Number of respondents | 574 | 100% |

Answered by all respondents who spoke with a second person at the ambulance service and received a call back.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ExplainTA: Did the ambulance service explain why an ambulance would not be sent on this occasion?** | | |
| Yes, completely | 376 | 63% |
| Yes, to some extent | 93 | 16% |
| No | 126 | 21% |
| Number of respondents | 595 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **AgreeTA: Did you agree with the decision not to send an ambulance?** | | |
| Yes, completely | 287 | 48% |
| Yes, to some extent | 111 | 19% |
| No | 198 | 33% |
| Number of respondents | 596 | 100% |

Answered by all who spoke with a second person at the ambulance service and who specifically said the ambulance service did or did not explain why an ambulance would not be sent.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **KnowledgeTA: Did you need to repeat your reason for calling 999 to the second person you spoke to?** | | |
| Yes, completely | 346 | 44% |
| Yes, to some extent | 145 | 18% |
| No | 292 | 37% |
| Number of respondents | 783 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **MindRepeatTA: Did you mind having to repeat yourself?** | | |
| Yes, completely | 126 | 26% |
| Yes, to some extent | 69 | 14% |
| No | 289 | 60% |
| Number of respondents | 483 | 100% |

Answered by all who spoke with a second person at the ambulance service and repeated their reason for calling 999.

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ListenTA: Did the second person you spoke to at the ambulance service listen to what you had to say?** | | |
| Yes, completely | 678 | 82% |
| Yes, to some extent | 101 | 12% |
| No | 45 | 6% |
| Number of respondents | 824 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **FearsTA: Did you have the opportunity to discuss any fears or anxieties with the second person you spoke with?** | | |
| Yes and I did this | 472 | 68% |
| I could have done but didn’t want to | 61 | 9% |
| No | 157 | 23% |
| Number of respondents | 690 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who did not have fears or anxieties, did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ReassureTA: Was the second person you spoke with reassuring?** | | |
| Yes, completely | 597 | 73% |
| Yes, to some extent | 128 | 16% |
| No | 93 | 11% |
| Number of respondents | 819 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ConfTA: Did you have confidence in the second person you spoke with?** | | |
| Yes, completely | 600 | 73% |
| Yes, to some extent | 127 | 15% |
| No | 99 | 12% |
| Number of respondents | 825 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **DignityTA: Were you treated with dignity and respect by the second person you spoke with?** | | |
| Yes, completely | 714 | 86% |
| Yes, to some extent | 79 | 9% |
| No | 41 | 5% |
| Number of respondents | 834 | 100% |

Answered by all who spoke with a second person at the ambulance service.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

**OUTCOME OF CALL**

|  |  |  |
| --- | --- | --- |
| **Outcome: What happened at the end of your call with the ambulance service? Tick all that apply.** | | |
| An ambulance crew or paramedic came | 1460 | 52% |
| The ambulance service arranged an appointment with another health professional | 489 | 17% |
| You were advised to see another health professional/ organisation | 956 | 34% |
| You were given advice on how to care for yourself/the person you were calling for | 1177 | 42% |
| You were reassured the concern was not life threatening | 1459 | 52% |
| Some other outcome | 320 | 11% |
| Answered by all | | |

|  |  |  |
| --- | --- | --- |
| **UnderstandAdvice: Did you understand the advice given at the end of your call with the ambulance service?** | | |
| Yes, completely | 1126 | 83% |
| Yes, to some extent | 134 | 10% |
| No | 89 | 7% |
| Number of respondents | 1349 | 100% |

Answered by all EXCEPT those who only selected the outcome that an ambulance was sent to them.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **AgreeAdvice: Did you agree with the advice given?** | | |
| Yes, completely | 1536 | 72% |
| Yes, to some extent | 320 | 15% |
| No | 288 | 13% |
| Number of respondents | 2144 | 100% |

Answered by all EXCEPT those who only selected the outcome that an ambulance was sent to them.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ExplainAdv: Did the ambulance service explain the reason for this advice?** | | |
| Yes, completely | 1316 | 70% |
| Yes, to some extent | 249 | 13% |
| No | 304 | 16% |
| Number of respondents | 1868 | 100% |

Answered by all EXCEPT those who only selected the outcome that an ambulance was sent to them and who remembered whether they agreed with the advice they were given or not.

Note: All respondents who did not want or need an explanation or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **FollowAdvice: Was it possible to follow the advice given?** | | |
| Yes, completely | 1543 | 81% |
| Yes, to some extent | 213 | 11% |
| No | 148 | 8% |
| Number of respondents | 1903 | 100% |

Answered by all who remembered whether the ambulance service explained the reason for the advice EXCEPT those who only selected the outcome that an ambulance was sent to them and those who previously said they did not want or need advice.

Note: All respondents who called on behalf of someone else, who felt that it was possible to follow the advice but chose not to, who were not sure or could not remember or those who refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **WhyNotFollow: Why was it not possible to follow the advice completely? Tick all that apply.** | | |
| Patient in too much pain | 26 | 20% |
| Incorrect or insufficient advice received | 19 | 15% |
| Didn't understand advice given | 8 | 6% |
| Advised to see GP / Doctor sent out | 29 | 23% |
| Language difficulties | 6 | 5% |
| Incapable of following advice (e.g. did not have the medication, disabled/housebound) | 29 | 23% |
| Advice was to wait and call back if situation got worse | 13 | 10% |

Answered by all who were not able to follow advice EXCEPT those who only selected the outcome that an ambulance was sent to them.

|  |
| --- |
|  |

|  |  |  |
| --- | --- | --- |
| **ExplainAmb: Did the ambulance service explain why an ambulance would not be sent on this occasion?** | | |
| Yes, completely | 626 | 63% |
| Yes, to some extent | 102 | 10% |
| No | 263 | 27% |
| Number of respondents | 990 | 100% |

Answered by all who only spoke to one person at the ambulance service EXCEPT those who only selected the response option that they were attended by an ambulance.

Note: All respondents who were not sure, could not remember or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **Agree: Did you agree with the decision not to send an ambulance?** | | |
| Yes, completely | 569 | 55% |
| Yes, to some extent | 125 | 12% |
| No | 333 | 32% |
| Number of respondents | 1027 | 100% |

Answered by all who only spoke to one person at the ambulance service EXCEPT those who only selected the response option that they were attended by an ambulance.

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **ContactAS: How many times, if at all, did you re-contact the ambulance service regarding this specific condition in the seven days following your call?** | | |
| 0 | 2399 | 86% |
| 1 | 217 | 8% |
| 2 | 115 | 4% |
| Or 3 or more times | 73 | 3% |
| Number of respondents | 2804 | 100% |
| Answered by all | | |

Note: All respondents who refused to answer the question have been excluded.

**OVERALL**

|  |  |  |
| --- | --- | --- |
| **OverDignity: Overall, did you feel you were treated with respect and dignity by the ambulance service?** | | |
| Yes, always | 682 | 82% |
| Yes, sometimes | 111 | 13% |
| No | 41 | 5% |
| Number of respondents | 833 | 100% |

Answered by all who spoke to two or more people at the ambulance service.

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **Overall: If you had questions to ask ambulance staff did you have the opportunity to ask them** | | |
| Yes | 1749 | 83% |
| No | 362 | 17% |
| Number of respondents | 2111 | 100% |
| Answered by all | | |

Note: All respondents who did not have any questions to ask or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **OverKind: Overall, were you treated with kindness and understanding by the ambulance service?** | | |
| Yes, all of the time | 2370 | 84% |
| Yes, some of the time | 312 | 11% |
| No | 139 | 5% |
| Number of respondents | 2821 | 100% |
| Answered by all | | |

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **OverallExp: On a scale of 0 to 10 where 0 is ‘I had a very poor experience’ and 10 is ‘I had a very good experience’, how was your overall experience with the ambulance service?** | | |
| 0 | 94 | 3% |
| 1 | 20 | 1% |
| 2 | 31 | 1% |
| 3 | 51 | 2% |
| 4 | 69 | 2% |
| 5 | 140 | 5% |
| 6 | 90 | 3% |
| 7 | 153 | 5% |
| 8 | 400 | 14% |
| 9 | 433 | 15% |
| 10 | 1333 | 47% |
| Number of respondents | 2814 | 100% |
| Answered by all | | |

Note: All respondents who did not know or refused to answer the question have been excluded.

|  |  |  |
| --- | --- | --- |
| **Proportions of those participating to the survey by sex** | | |
| Male | 1239 | 43% |
| Female | 1611 | 57% |
| Number of respondents | 2850 | 100% |
| Answered by all - response data only | | |

|  |  |  |
| --- | --- | --- |
| **Proportions of those participating to the survey by age** | | |
| 16-35 | 685 | 25% |
| 36-50 | 592 | 21% |
| 51-65 | 681 | 25% |
| 66-80 | 623 | 22% |
| 81+ | 191 | 7% |
| Number of respondents | 2772 | 100% |
| Answered by all - response data only | | |

|  |  |  |
| --- | --- | --- |
| **LTCond: Do you have any of the following long-standing conditions? Tick all that apply.** | | |
| Deafness or severe hearing impairment | 235 | 8% |
| Blindness or partially sighted | 173 | 6% |
| A long-standing physical condition | 627 | 22% |
| A learning disability | 149 | 5% |
| A mental health condition | 302 | 11% |
| A long-standing condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy | 475 | 17% |
| Another long-standing condition | 458 | 16% |
| No long-standing condition | 1485 | 53% |
| Answered by all | | |

|  |  |  |
| --- | --- | --- |
| **DiffCond: Does this condition(s) cause you difficulty with any of the following? Tick all that apply.** | | |
| Everyday activities that people your age can usually do | 706 | 55% |
| At work, in education or training | 287 | 22% |
| Access to buildings, streets or vehicles | 400 | 31% |
| Reading or writing | 224 | 17% |
| People's attitudes to you because of your condition | 256 | 20% |
| Communicating, mixing with others or socialising | 289 | 22% |
| Any other activity | 218 | 17% |
| No difficulty with any of these activities | 385 | 30% |
| Answered by those with a long-standing condition. | | |

**CROSSTABULATIONS**

The below tables are ‘crosstabulations’ which means that the results from two different questions are analysed together to understand the relationship between them. Please note these tables are based on unweighted data. This means that the data has not been ‘weighted’ in the way described on page three of this document.

**Statistical significance**

We carried out statistical tests on the data to determine whether there were any statistically significant differences across the results (a two sided test was used to compare data). A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables indicate where there is a statistically significant difference between the two sets of results.

NumberAmb: How many people in total did you speak to at the ambulance service not including the operator? **By** Triage system

|  |  |  |  |
| --- | --- | --- | --- |
| How many people did you speak to at the ambulance service? | MPDS | NHS Pathways | Significant difference |
| 1 | 65% | 70% | √ |
| 2 | 31% | 25% | √ |
| More than 2 | 4% | 5% |  |
| Total | 1472 | 1162 |  |

InfoGivenCT “Did the first person tell you what to do if the situation changed?” **By** CallBackTA “Thinking about the second person you spoke to, did they [call back or you were put through]”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | Thinking about the second person you spoke to….. | | Significant difference |
| Did they call back after the original call? | Were you put through to them during your initial call? |
| Did the first person tell you what to do if the situation changed? | Yes | 80% | 72% | √ |
| No | 20% | 28% | √ |
| Total | | 546 | 176 |  |

Outcome: What happened at the end of the call with the ambulance service - An ambulance crew or paramedic came **By** Triage system

|  |  |  |  |
| --- | --- | --- | --- |
|  | Triage | | Significant difference |
| MPDS | NHS Pathways |
| What happened at the end of the call with the ambulance service - An ambulance crew or paramedic came | 53% | 49% | √ |
| Total | 846 | 607 |  |

**Those speaking to one call-handler:**

ExplainAmb:Did the ambulance service explain why an ambulance would not be sent on this occasion? **By** Agree: Did you agree with the decision not to send an ambulance?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Did the ambulance service explain why an ambulance would not be sent on this occasion? | | | | | |
|  |  | Yes, completely (Column A) | | Yes, to some extent  (Column B) | | No (Column C) | |
|  |  | % | Significant difference to other columns | % | Significant difference to other columns | % | Significant difference to other columns |
| Did you agree with the decision not to send an ambulance? | Yes, completely | 71% | BC | 20% |  | 29% |  |
| Yes, to some extent | 12% |  | 29% | AC | 11% |  |
| No | 17% |  | 51% | A | 61% | A |
| Total | 100% | | 100% | | 100% | |
| Number of respondents | | 625 | | 101 | | 238 | |

Answered by all who only spoke to one person at the ambulance service EXCEPT those who only selected the response option that they were attended by an ambulance.

Results are based on two-sided tests with significance level .05. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

**Those speaking to two call-handlers:**

ExplainTA: Did the ambulance service explain why an ambulance would not be sent on this occasion? **By** AgreeTA: Did you agree with the decision not to send an ambulance?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Did the ambulance service explain why an ambulance would not be sent on this occasion? | | | | | |
|  |  | Yes, completely (Column A) | | Yes, to some extent (Column B) | | No (Column C) | |
|  |  | % | Significant difference to other columns | % | Significant difference to other columns | % | Significant difference to other columns |
| Did you agree with the decision not to send an ambulance? | Yes, completely | 62% | BC | 21% |  | 21% |  |
| Yes, to some extent | 16% |  | 33% | A | 20% |  |
| No | 21% |  | 46% | A | 59% | A |
| Total | 100% | | 100% | | 100% | |
| Number of respondents | | 373 | | 91 | | 111 | |

Answered by all who spoke with a second person at the ambulance service. (Unlike the table above, there was no need to remove those who ONLY selected the response option that they were attended by an ambulance, as in all cases the second caller would have provided telephone advice.)

Results are based on two-sided tests with significance level .05. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

**RESPONSE RATE**

The following breakdown shows all outcome codes logged during fieldwork for the survey, alongside the breakdown of codes used to calculate the adjusted response rate (55%, with the remaining 45% consisting of the “Did not respond” group.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Outcome code** | **Count** | **All outcome codes** | **Response rate calculation** | **Group total** |
| **Responded** | Complete interview | 2902 | 30% | 55% | 2902 |
| **"Did not respond"** | Incapable of interview | 521 | 5% | 10% | 2375 |
| Refusal | 493 | 5% | 9% |
| Proxy refusal | 94 | 1% | 2% |
| Respondent aged under 18 | 31 | 0% | 1% |
| Respondent called about a pregnancy related condition | 19 | 0% | 0% |
| Respondent claims to have never called 999 | 1006 | 10% | 19% |
| Respondent does not remember receiving advice | 211 | 2% | 4% |
| **Excluded from response rate calculation** | Partial interview | 89 | 1% |  | 4337 |
| Appointment | 46 | 0% |  |
| Call back | 236 | 2% |  |
| No answer | 272 | 3% |  |
| Unavailable during fieldwork | 40 | 0% |  |
| Answering machine | 799 | 8% |  |
| Deferral | 520 | 5% |  |
| Engaged | 2 | 0% |  |
| Died | 178 | 2% |  |
| Number unattainable | 675 | 7% |  |
| Not known at number | 1364 | 14% |  |
| Other unproductive | 4 | 0% |  |
| Moved | 112 | 1% |  |
|  | Total of full sample | 9614 | 100% |  |  |

1. Overall, 30% of the original sample were unable to be contacted, due to the telephone numbers not being in use or those answering the phone stating that they had not dialled ‘999’ recently. [↑](#footnote-ref-1)
2. Previously known as the Advanced Medical Priority Dispatch System (AMPDS) [↑](#footnote-ref-2)
3. Isle of Wight was not included in the survey as the ambulance service deals with too few calls to have participated in the survey. [↑](#footnote-ref-3)
4. Results are suppressed if less than 30 respondents at a trust answered it. This is because the uncertainty around the result is too great. [↑](#footnote-ref-4)