



PENNA Awards

Innovation

Using technology in patient experience and feedback

**94.4% of people
who used our
Patient
Transport
Service rated it
good or very
good**

Patient Feedback - May 2022
#TeamNEAS



The Prince's
Responsible
Business Network
Race at Work Charter signatory



What was the Issue?

Across all surveys we witnessed:

- Falling response numbers
- Difficulties understanding survey trends from patients with protected characteristics
- Low text survey uptake and accessibility issues
- Inability to understand performance at a station cluster or CCG level
- High levels of human resources to manage and report
- Challenges from HealthWatch groups about providing more local survey data for scrutiny/assurance.



How did we identify the solution?

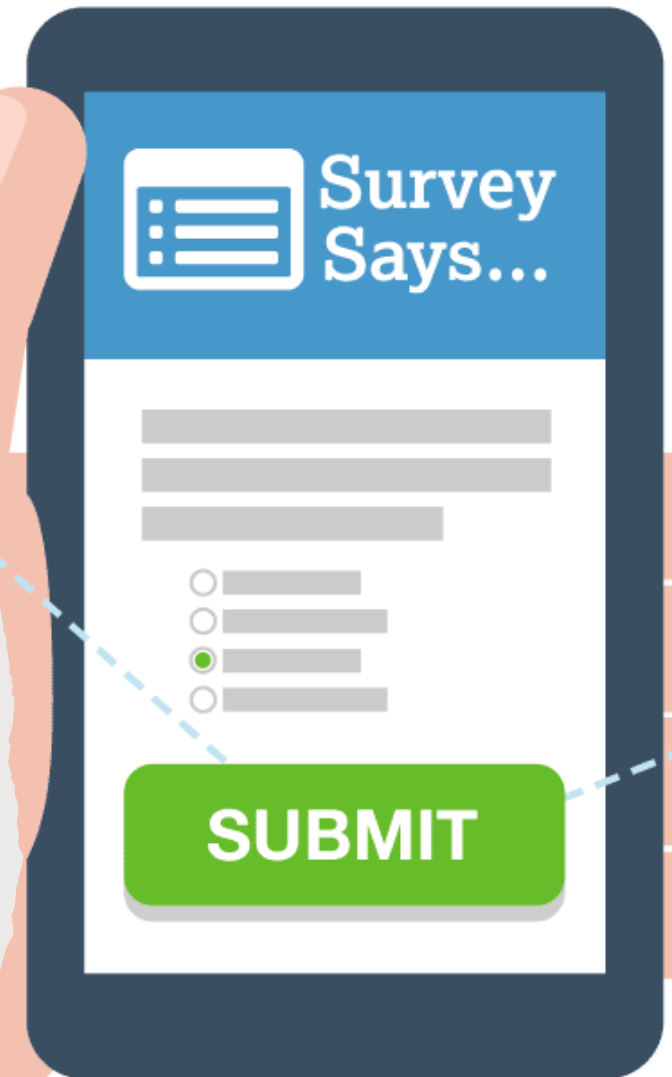
- Explored good practice from across the NHS
- Developed a specification and tender
- Over 20 organisations responded to the tender
- Interviewed 5 organisations, explored proposals and appointed
- 9 months setting up surveys, letters, texts, data transfer systems, hierarchy's, data protection and IG protocols
- Tested and amended processes until correct
- Developed a range of standard reports – monthly/quarterly/annual/adhoc
- Provided greater levels of automation across all
- Trained staff how to use the system and report





Surveys

- Mixed mode survey methodology – Paper surveys, text, online, tablets
- Used best practice to frame letter content and text content to encourage responses
- Sent texts out Mon- Friday between 17:00 – 19:00hrs
- Sent surveys out within 2 weeks of using the service
- Random Sample of patients set to supplier automatically (from various CCGs) each 2 weeks
- Supplier manages numbers, distribution and processing
- Real time data received for online surveys, upto 5 days to input paper surveys



Survey Design

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance – taken to hospital

Please complete this survey if you have recently used the 999 service and you were taken to hospital.

Your feedback helps us to understand how we can improve and also tells us where we are doing well.

The survey is entirely confidential. No personally identifiable data will be associated with your response and your feedback will be used for research purposes only.

If you have any questions please contact 0191 430 2263 or email yourviews@neas.nhs.uk

This survey consists of 17 questions about the service plus some questions about you and should take no longer than 3 minutes to complete

Continue

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance

Question 1 of 18

Thinking of the 999 service we provide. Overall how was your experience of the service?

☐ Very good

☐ Good

☐ Neither good nor poor

☐ Poor

☐ Very poor

☐ Don't know

Next

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance

Question 2 of 18

Please can you tell us why you gave your answer?

☐ Please tick this box if you do not wish your comment to be made public.

Maximum of 500 characters

Previous

Next

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance

Question 3 of 18

Please tell us about anything that we could have done better

Maximum of 5000 characters

Previous

Next

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance

The last time you used the ambulance service, how would you describe your experience of each of the following aspects?

	Very good	Fairly good	Neither good nor poor	Poor	Very poor	Not applicable
1. The length of time it took for the ambulance to reach you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The treatment provided by ambulance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The explanation you got from the ambulance staff about your treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The attitude of ambulance staff in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The dignity and respect with which you were treated by ambulance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The kindness and compassion with which you were treated by ambulance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The overall condition of the ambulance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The comfort of the ambulance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The cleanliness of the ambulance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The time it took to get you to hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous

Next

North East Ambulance Service NHS Foundation Trust

999 Emergency Ambulance

Question 16 of 18

Sometimes we contact people to discuss their experience. Would you be happy for us to do this?

☐ Yes - Great, someone may contact you

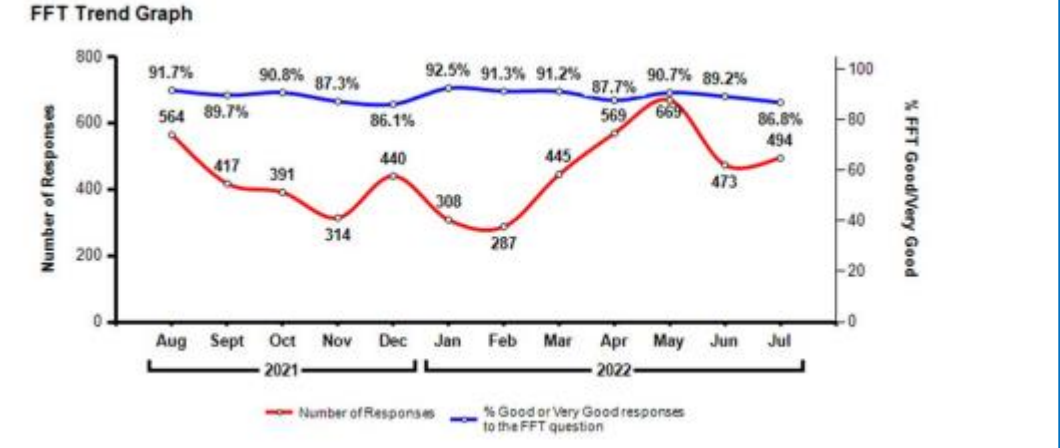
☐ No - Okay no problem thank you for your time.

Previous

Next

Improved response rates and reduced costs

Emergency Care Service (February 2019) National Comparison			Patient Transport Service (February 2019) National Comparative Data					
Organisation Name	Total Responses	Total Eligible	Organisation Name	Total Responses	Total Eligible	% Recommended	% Not Recommended	Extremely Likely
England (including Independent Sector Providers)	257	164,128	England (including Independent Sector Providers)	3,153	504,810	93%	3%	2,013
England (excluding Independent Sector Providers)	257	164,128	England (excluding Independent Sector Providers)	2,455	474,384	94%	3%	1,582
Selection (excluding suppressed data)	257	164,128	Selection (excluding suppressed data)	3,153	504,810	93%	3%	2,013
LONDON AMBULANCE SERVICE NHS TRUST	1	24,890	GUY'S AND ST THOMAS' NHS FOUNDATION TRUST	972	21,796	95%	3%	573
YORKSHIRE AMBULANCE SERVICE NHS TRUST	1	14,534	IMPERIAL COLLEGE HEALTHCARE NHS TRUST	317	25,593	93%	4%	86
NORTH EAST AMBULANCE SERVICE NHS	139	8,506	UNIVERSITY COLLEGE LONDON HOSPITALS	185	4,040	92%	4%	140
WEST MIDLANDS AMBULANCE SERVICE NHS	8	30,233	YORKSHIRE AMBULANCE SERVICE NHS TRUST	0	72,158	NA	NA	0
EAST OF ENGLAND AMBULANCE SERVICE NHS	38	22,054	NORTH EAST AMBULANCE SERVICE NHS FT	68	48,084	100%	0%	36
NORTH WEST AMBULANCE SERVICE NHS TRUST	42	23,451	WEST MIDLANDS AMBULANCE SERVICE NHS FT	177	71,233	89%	3%	127
SOUTH WESTERN AMBULANCE SERVICE NHS	8	24,753	EAST OF ENGLAND AMBULANCE SERVICE TRUST	141	43,666	91%	4%	109
SOUTH EAST COAST AMBULANCE SERVICE NHS	0	561	NORTH WEST AMBULANCE SERVICE NHS TRUST	499	117,051	95%	3%	435
SOUTH CENTRAL AMBULANCE SERVICE NHS	20	15,146	ISLE OF WHITE NHS TRUST	33	1,409	100%	0%	27
			SOUTH CENTRAL AMBULANCE SERVICE	63	69,354	90%	8%	49
			ARRIVA TRANSPORT SOLUTIONS	698	30,426	91%	4%	431



Paper surveys cost £1.30 each to manage and process (non-response surveys cost £0.50)

Text surveys costs £0.08 each to manage and process (non-response surveys cost £0.08)

	2017/18	2018/19	2019/20	2020/21	2021/22
Text surveys	927	841	720	7,266	5,751
Text responses %	23%	25%	26%	69%	62%
Total responses	3,948	3,360	2,750	10,486	9,242

Station, cluster and CCG data

Quarterly Heat Map - CCG													
Resource CCG	Responses	Overall											
		The time it took to get you to hospital	The cleanliness of the ambulance	The condition of the ambulance	The overall condition of the ambulance	The kindness and compassion with which you were treated by ambulance staff	The dignity and respect with which you were treated by ambulance staff	The attitude of ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general
Resource CCG Score	1714	89	87	75	96	93	96	96	96	96	96	96	96
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80
NHS County Durham	504	89	87	74	97	94	96	97	97	95	90	95	93
NHS Newcastle Gateshead	153	90	84	71	94	92	94	93	93	93	90	94	90
NHS North Tyneside	97	85	86	76	93	91	93	94	94	94	90	95	91
NHS Northumberland	270	88	85	75	93	90	92	93	93	93	89	95	90
NHS South Tyneside	67	88	88	72	95	93	95	94	95	99	91	97	95
NHS Sunderland	140	88	88	74	95	90	94	95	95	95	92	95	92
NHS Tees Valley	161	91	87	73	97	95	98	98	98	96	91	96	93
No CCG	322	92	88	79	97	96	98	98	98	96	93	98	94

Quarterly Heat Map - Cluster													
Cluster Name	Responses	Overall											
		The time it took to get you to hospital	The cleanliness of the ambulance	The condition of the ambulance	The overall condition of the ambulance	The kindness and compassion with which you were treated by ambulance staff	The dignity and respect with which you were treated by ambulance staff	The attitude of ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general
Cluster Name Score	1715	89	87	75	96	93	96	96	96	96	96	96	96
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80
Alnwick	180	87	85	74	93	90	92	93	93	93	89	95	89
Backworth	43	88	85	79	97	95	97	96	99	96	97	98	93
Bishop	345	89	88	73	97	95	97	97	97	94	90	95	92
Blucher	78	91	89	73	96	91	96	96	97	94	90	94	91
Coulby	87	90	86	72	98	96	98	98	98	96	90	95	92
Cramlington	184	87	85	75	92	90	92	93	92	94	88	95	89
Hartlepool	32	100	94	79	100	100	100	100	100	95	89	98	96
Lanchester	165	88	87	75	97	93	96	97	96	94	89	95	92
Monkton	120	88	87	70	95	91	94	93	94	96	91	95	90

Quarterly reports

Quarterly Heat Map - Resource Base													
Resource Base	Responses	Overall											
		The time it took to get you to hospital	The cleanliness of the ambulance	The condition of the ambulance	The overall condition of the ambulance	The kindness and compassion with which you were treated by ambulance staff	The dignity and respect with which you were treated by ambulance staff	The attitude of ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general	The speed of the ambulance staff in general
Resource Base Score	1714	89	87	75	96	93	96	96	96	96	96	96	96
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80
Alnwick	118	88	83	72	93	89	93	93	93	92	88	93	89
Amble	27	81	87	68	93	93	93	93	96	94	94	90	87

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Darlington	10	90	88	84	94	91	91	94	88	94	84	97	88	90
Debdon Gardens	5	80	70	60	100	100	100	100	100	95	94	100	95	90
Durham	12	92	88	78	98	98	100	100	100	100	95	100	100	95
Elahum	3	100	75	75	100	100	100	100	100	100	88	100	75	93
Gateshead	33	85	79	77	94	92	91	89	89	96	95	96	85	89
Hartlepool	1	100	100	100	100	100	100	100	100	100	75	100	100	98
Hartlepool North	2	100	100	100	100	100	100	100	100	100	88	100	100	98
Hartlepool Park View	18	83	84	68	92	85	92	95	94	93	90	95	89	88
Hartlepool Ta	4	100	100	100	100	100	100	100	100	100	100	100	100	100
Hawthorn Lane	9	89	86	78	96	93	100	86	100	96	92	100	96	92
Hebburn	29	83	92	71	97	90	94	94	96	96	94	97	97	92
Hexham	23	91	89	69	97	89	95	95	95	90	85	89	86	89
Middlesbrough	27	81	88	66	95	94	95	95	95	97	89	95	96	90
Morpeth	8	88	84	66	100	96	96	96	96	100	86	96	93	92
No Resource Base	323	92	88	78	97	96	96	96	96	96	93	98	97	94
Pallion	53	88	86	78	91	86	90	90	90	94	89	95	89	89
Peterlee	9	100	93	64	100	100	100	100	100	92	83	96	83	93

Monthly CCG / Cluster report

Results by resource CCG													
Resource CCG	Total Responses	% Good	% Poor	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know				
Total	494	86.8%	8.3%	329	100	23	25	16	1				
NHS County Durham	99	83.8%	9.1%	61	22	7	7	2	0				
NHS Newcastle Gateshead	31	87.1%	9.7%	21	6	1	2	1	0				
NHS North Tyneside	23	95.7%	4.3%	16	6	0	1	0	0				
NHS Northumberland	76	86.8%	6.6%	55	11	4	3	2	1				
NHS South Tyneside	15	66.7%	20.0%	7	3	2	3	0	0				
NHS Sunderland	34	88.2%	5.9%	22	8	2	1	1	0				
NHS Tees Valley	72	91.7%	5.6%	52	14	2	3	1	0				
No CCG	144	86.8%	9.7%	95	30	5	5	9	0				

Results by Cluster													
Cluster name	Total Responses	% Good	% Poor	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know				
Total	494	86.8%	8.3%	329	100	23	25	16	1				
Alnwick	59	91.5%	3.4%	47	7	2	2	0	1				
Backworth	18	88.9%	11.1%	12	4	0	1	1	0				
Bishop	73	86.3%	9.6%	46	17	3	5	2	0				
Blucher	18	83.3%	5.6%	13	2	2	1	0	0				
Coulby	52	88.5%	7.7%	35	11	2	3	1	0				
Cramlington	31	77.4%	19.4%	17	7	1	4	2	0				
Hartlepool	0	0	0	0	0	0	0	0	0				
Lanchester	27	77.8%	11.1%	15	6	3	3	0	0				
Monkton	28	85.7%	3.6%	17	7	3	1	0	0				
No Cluster	144	86.8%	9.7%	95	30	5	5	9	0				
Pallion	23	91.3%	4.3%	15	6	1	0	1	0				
Stockton	21	95.2%	0.0%	17	3	1	0	0	0				

Range of standard reports

Monthly reports

Quarterly reports

Step 1: Choose your report

Report Options

- Comment Report
- FFT National Comparison
- Friends and Family Test Summary
- Heat Map
- Monthly Heat Map
- Quarterly Patient Experience Summary
- Service Monthly FFT Summary
- Survey Response Breakdown
- TEST Annual FFT Service Trend Graph
- Trend Graph Report
- Trust FFT Summary
- Yearly Demographic Patient Experience Summary
- Yearly FFT Patient Experience Summary

Step 1: Choose your report

Report Options: Quarterly Patient Experience Sur

Step 2: Select filter options

Survey Filters: Resource CCG, Survey, Date Filters: End Date

Run Report: Validate

111 Service Patient Survey Feedback
Month: May 2022
83.9

Patient Transport Service (Scheduled Care) Patient Survey Feedback
Month: May 2022
94.4

999 Ambulance (Unscheduled Care) See and Convey - taken to hospital Patient Survey Feedback
Month: May 2022
90.7% Very good or good overall experience of the service

Free text comments:

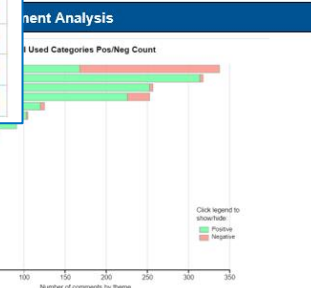
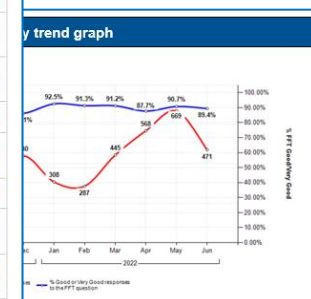
- Positive free text comments: Quick response, considerate crew, thorough, friendly, and helpful.
- Negative free text comments: When they arrived they were unhelpful and refused me any pain relief.

Number of responses:

Channel	Count	Total
Online	40	664
Print	119	
Text	505	

999 (Unscheduled Care) See and Convey
Quarter 1, 2022/23
Patient Survey Summary Responses: 1,708

Questions	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarterly Trend	Annual Trend
Thinking of the 999 service we provide. Overall how was your experience of the service?	93.2	91.2	88.0	91.6	89.3	○	90.0
I was confident of the ability of the person managing my call	90.1	89.0	87.7	89.7	86.9	○	88.2
The length of time it took for the ambulance to reach you	83.1	77.2	73.2	82.1	74.7	⊗	76.5
The treatment provided by ambulance staff	97.0	96.4	96.0	96.3	95.8	○	96.1
The explanation you got from the ambulance staff about your treatment	95.1	94.2	93.9	94.5	93.3	○	93.9
The attitude of ambulance staff in general	96.9	96.3	96.2	96.1	95.5	○	96.0
The dignity and respect with which you were treated by ambulance staff	97.0	96.8	96.4	96.8	95.9	○	96.4
The kindness and compassion with which you were treated by ambulance staff	96.8	96.4	95.9	96.4	95.8	○	96.1
The overall condition of the ambulance	95.8	95.7	95.0	95.3	94.8	○	95.2
The comfort of the ambulance	91.6	91.4	90.3	91.7	90.4	○	90.9
The cleanliness of the ambulance	97.1	96.9	96.1	96.6	95.6	○	96.3
The time it took to get you to hospital	95.7	94.0	94.0	94.3	92.8	○	93.7



Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

Demographic trends captured and analysed

Demographic Breakdown Quarter 1 2022/23

Question	Answer	Response s	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non- Christian	Heterosex- ual	LGB
Thinking of the 999 service we provide. Overall how was your experience of the service?	Positive	89.3%	90.1%	90.0%	78.9%	83.5%	90.5%	91.5%	94.9%	77.8%	89.8%	100.0%	90.4%	90.0%	88.0%	91.7%	84.1%	90.5%	72.4%
	Negative	7.0%	5.3%	7.5%	8.8%	12.5%	6.3%	5.7%	2.9%	15.6%	6.7%	0.0%	6.7%	6.9%	7.7%	5.2%	11.1%	6.2%	20.7%
	Total	1708	585	782	57	176	475	494	137	45	1335	13	779	478	376	840	63	1183	29
	Total	1435	583	756	57	174	472	477	133	45	1306	13	765	464	366	822	63	1160	28
I was confident of the ability of the person managing my call	Strongly agree	62.8%	59.8%	66.1%	68.4%	58.3%	63.9%	62.7%	65.9%	46.7%	63.6%	69.2%	60.6%	69.6%	63.0%	66.5%	57.1%	65.4%	65.5%
	Agree	27.8%	31.8%	25.0%	15.8%	27.4%	26.1%	30.2%	30.4%	28.9%	27.8%	23.1%	30.4%	22.1%	27.4%	26.4%	31.7%	26.4%	13.8%
	Neither agree or disagree	5.0%	4.8%	4.8%	7.0%	7.4%	5.9%	3.5%	2.2%	8.9%	4.9%	0.0%	4.9%	4.7%	6.0%	4.1%	3.2%	4.9%	3.4%
	Disagree	3.2%	2.4%	3.4%	5.3%	5.1%	3.0%	2.7%	0.7%	8.9%	2.8%	7.7%	3.0%	3.0%	2.7%	2.3%	6.3%	2.6%	6.9%
	Strongly disagree	1.3%	1.2%	0.7%	3.5%	1.7%	1.1%	0.8%	0.7%	6.7%	0.9%	0.0%	1.2%	0.6%	0.8%	0.7%	1.6%	0.7%	10.3%
	Total	1434	582	765	57	175	471	483	135	45	1314	13	771	470	365	830	63	1166	29
The length of time it took for the ambulance to reach you	Very good	49.3%	48.8%	50.6%	40.4%	37.8%	47.5%	53.4%	61.5%	40.5%	49.7%	46.2%	49.4%	51.8%	40.2%	56.0%	44.4%	50.3%	32.1%
	Fairly good	24.3%	24.0%	24.6%	29.8%	22.1%	23.3%	26.2%	24.4%	19.0%	24.4%	30.8%	25.0%	22.9%	26.1%	23.1%	25.4%	24.3%	17.9%
	Neither good nor poor	7.4%	9.1%	6.2%	8.8%	14.0%	8.4%	5.2%	4.4%	16.7%	7.1%	15.4%	7.2%	7.0%	12.5%	4.6%	6.3%	7.6%	10.7%
	Poor	7.0%	7.5%	6.3%	12.3%	8.1%	8.1%	4.6%	5.2%	0.0%	7.2%	0.0%	7.4%	5.7%	8.2%	6.6%	4.8%	6.8%	14.3%
	Very poor	9.7%	8.4%	10.0%	7.0%	15.7%	9.9%	8.7%	3.0%	21.4%	9.3%	7.7%	9.6%	9.1%	10.3%	7.6%	19.0%	8.7%	25.0%
	Not applicable	2.4%	2.3%	2.2%	1.8%	2.3%	2.8%	1.9%	1.5%	2.4%	2.3%	0.0%	1.4%	3.4%	2.7%	2.1%	0.0%	2.3%	0.0%
	Total	1381	574	759	57	172	467	481	135	42	1303	13	761	471	368	819	63	1156	28
The overall condition of the ambulance	Very good	78.0%	77.5%	79.6%	83.6%	71.3%	78.5%	79.6%	80.9%	50.0%	79.3%	76.9%	80.7%	76.2%	76.7%	80.9%	77.8%	79.8%	70.4%
	Fairly good	12.7%	14.8%	10.7%	9.1%	15.2%	11.3%	13.4%	11.5%	40.5%	11.7%	23.1%	12.8%	11.6%	12.2%	10.8%	17.5%	11.6%	7.4%
	Neither good nor poor	2.6%	2.8%	2.4%	3.6%	4.1%	3.3%	1.5%	2.3%	7.1%	2.5%	0.0%	2.4%	2.8%	3.9%	2.0%	1.6%	2.4%	3.7%
	Poor	0.2%	0.2%	0.3%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%	0.6%	0.1%	0.0%	0.3%	0.0%
	Very poor	0.2%	0.4%	0.0%	0.0%	0.6%	0.2%	0.2%	0.0%	0.0%	0.2%	0.0%	0.1%	0.4%	0.3%	0.0%	1.6%	0.1%	7.4%
	Not applicable	6.2%	4.4%	7.1%	3.6%	7.0%	6.7%	5.3%	5.3%	2.4%	6.1%	0.0%	3.6%	9.0%	6.4%	6.2%	1.6%	5.8%	11.1%
	Total	1361	568	749	55	171	461	476	131	42	1287	13	750	467	360	813	63	1146	27

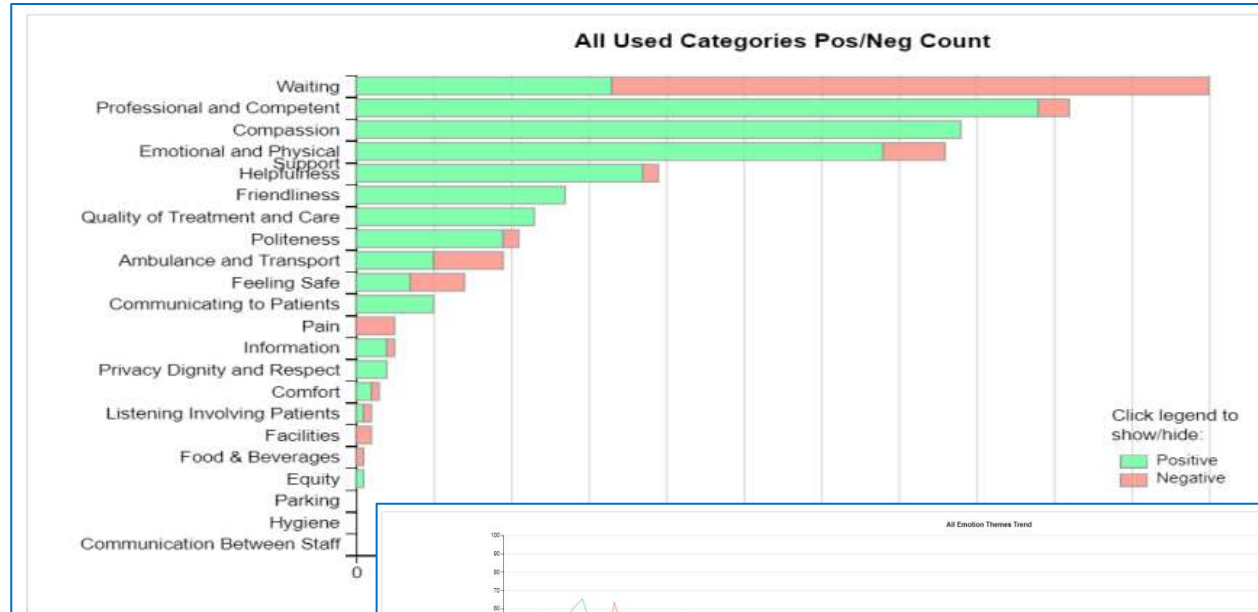
Friends and Family Test Demographic Breakdown Graphs



Mission: Safe, effective, responsive care for all

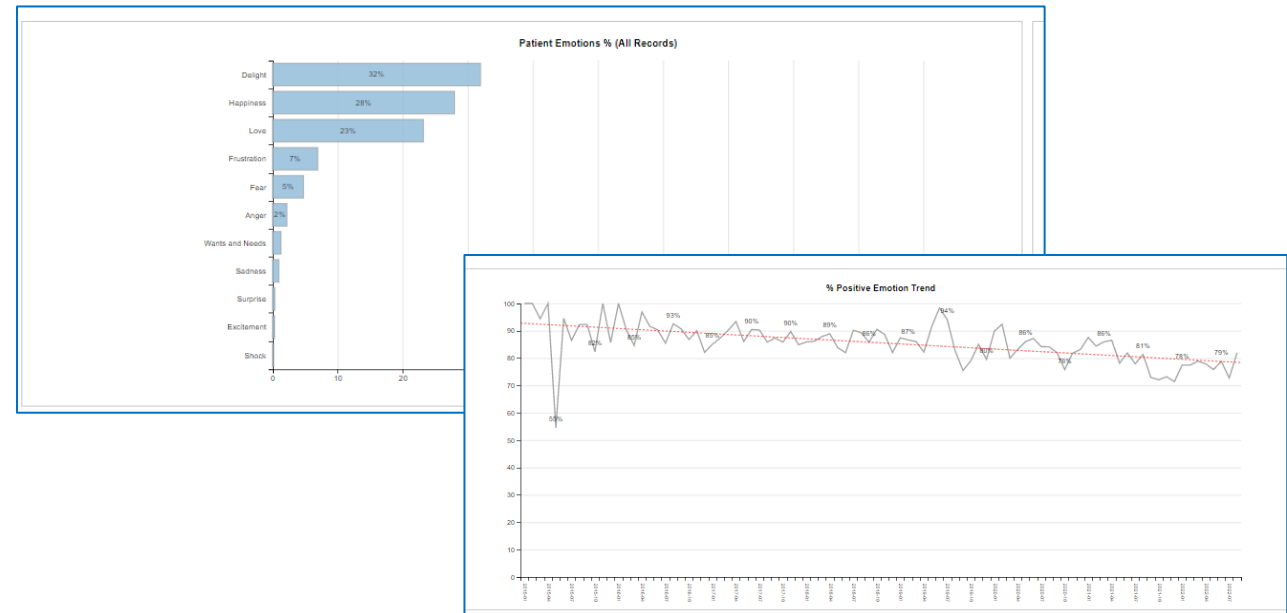
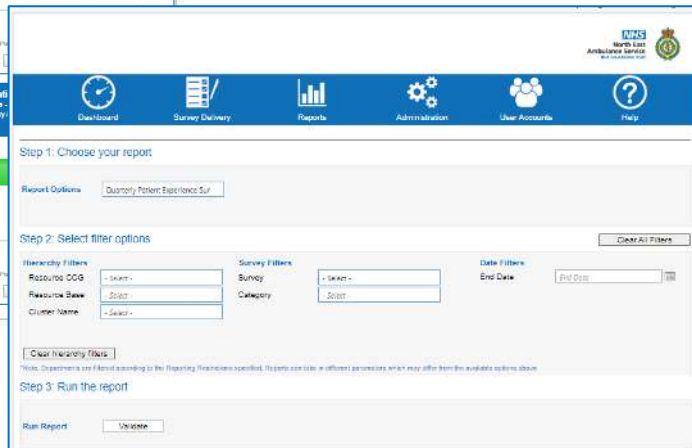
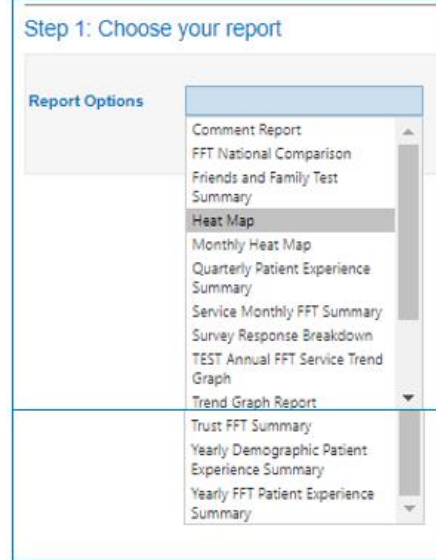
Vision: Unmatched quality of care

Free Text Comments – automatic sentiment analysis



Free text comments
They came quickly and were very polite, helpful.
Waiting time
They went above and beyond to make sure I was safe. They worked quickly and efficiently to give me care and treatment and get me to a hospital.
It took them 6 hours to get there but they were good when they came
The extremely long wait for an ambulance
Fast response, caring attitude, competent practitioners.
90 minute wait while gasping for air I was frightened
Instructions given by the NHS telephonist supported me through a traumatic situation. My neighbour had fallen from a ladder and slashed her thigh on a broken pot. The ambulance came sooner than expected and once again I was provided with an excellent service from the two paramedics in attendance. They reassured both myself and my neighbour and we both felt we were in safe hands. Excellent service from all concerned, I can't say in words how grateful we both are.
I waited 7 hours for ambulance and then 6 hours in corridor before I got into cubicle
Crew very helpful
Arrived within 10 minutes
The call was very professional and informative. The paramedics were brilliant with my dementia resident
I had a stroke, the crew arrived in 20mins, and they were excellent.
Had to wait four hours
paramedics were lovely when being on the phone everyone was very understanding
The lady on the phone was very calming took what I was saying and recognised that my mum needed urgent assistance. Without panicking me. The ambulance was sent out straight away.
Very good and considerate well done
Prompt and efficient service. Polite and considerate staff.
Because the call handler asked relevant questions and explained what would happen
A swift response and paramedics were excellent. They were so kind and helpful while providing Professional support. Unfortunately I've had to use ambulance service frequently after a stroke and it's after effects. I'm so grateful for the service we have here. Thank you so much. Paramedics were delightful and I felt at ease during difficult situations.
Although I waited some time for an ambulance the communication with the service during that time was very good, and when the paramedics did arrive they were excellent.
They listened and took my dad's views onboard as well as being very caring and putting him and us at ease
They were very good with my mum and covered all bases with her and explained as they went along what they were doing.
Very polite and put my worries at ease
Only because when it eventually came!!!! The 2 girls were fantastic
I was made to feel comfortable and reassured by the 2 paramedics. They behaved professionally and in a friendly reassuring manner.
12 hours in A & E was appalling for a TIA
Quick and very friendly
My wife was getting more anxious as time passed with breathing difficulties
The paramedics were amazing when they arrived but we did have a very long wait
Didn't feel too confident in call handler but was then contacted by nurse practitioner who was good and ambulance crew arrived quickly and were excellent
Waited 5 hours for ambulance and was told was urgent and only cardiac arrest before us!! Some of telephone triage staff unhelpful. Gave very detailed answers and told on several occasions had to answer all the questions again instead of just an update. My mother 91. No ability to get to toilet. No commode or bed pan available and told by district nurse that local district nurses had no pads to give to allow her to urinate. Totally unacceptable

Manager Personalised dashboard



Mission: Safe, effective, responsive care for all | **Vision:** Unmatched quality of care

Reduced the human factors

- Sending data to from supplier
- Analysing free text data
- Analysis
- Producing reports

A futuristic graphic with a dark blue background. In the center, the word "AUTOMATION" is written in large, white, bold, sans-serif capital letters, with a bright orange and yellow glow behind it. Surrounding the text are several circular icons connected by thin white lines. The icons include: a bar chart with an upward arrow, a group of three stylized human figures, a document with lines of text, a computer monitor displaying a line graph, a gear with a checkmark inside, and two interlocking gears. There are also several small, glowing orange and yellow dots scattered throughout the background.

AUTOMATION

Social Media to report results and encourage feedback



HealthWatch & other reports = greater scrutiny

AGENDA	
Title of Meeting:	Healthwatch Ambulance Forum
Date, Time and Venue:	Date: 12 July 2022 Time: 2pm Venue: Teams meeting Link also in calendar invite sent by Susan Coldron)
Membership:	All local Healthwatch Groups Mark Johns Engagement Manager (Chair) Mark Cotton Assistant Director of Communications & Engagement Susan Coldron, Engagement & Membership Officer Hannah Marshall, Patient Experience Manager John Holt, Assistant Performance Manager PALS

Agenda Items:	
No	Description
1.	Apologies
2.	Minutes of last meeting
3.	Matters arising and register of actions
4.	Healthwatch members & PALS updates
5.	Update on media reporting re Whistleblowing
6.	Performance report
7.	Patients Experience Annual Report
8.	Patient Transport update
9.	EQC update
10.	Equality, Diversity and inclusion Annual Report
11.	Patient Safety Incidence Response Framework
12.	Research update
13.	Patients survey report Q4
14.	Future agenda items
15.	Any other business
16.	Date, Time and venue of the next meeting

Results by resource CCG									
Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	86.8%	8.3%	494	329	100	23	25	16	1
NHS County Durham	83.8%	9.1%	99	61	22	7	7	2	0
NHS Newcastle Gateshead	87.1%	9.7%	31	21	6	1	2	1	0
NHS North Tyneside	95.7%	4.3%	23	16	6	0	1	0	0
NHS Northumberland	86.8%	6.6%	76	55	11	4	3	2	1
NHS South Tyneside	66.7%	20.0%	15	7	3	2	3	0	0
NHS Sunderland	88.2%	5.9%	34	22	8	2	1	1	0
NHS Tees Valley	91.7%	5.6%	72	52	14	2	3	1	0
No CCG	86.8%	9.7%	144	95	30	5	5	9	0

Quarterly Heat Map - CCG																		
Resource CCG	Responses	1/11	2/11	3/11	4/11	5/11	6/11	7/11	8/11	9/11	10/11	11/11	12/11	13/11	14/11	15/11	16/11	Overall
NHS County Durham	504	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80
NHS Newcastle Gateshead	152	80	84	71	94	82	94	82	94	82	94	82	94	82	94	82	94	80
NHS North Tyneside	87	85	85	78	81	81	81	81	81	81	81	81	81	81	81	81	81	80
NHS Northumberland	210	80	80	75	80	80	80	80	80	80	80	80	80	80	80	80	80	80
NHS South Tyneside	67	80	80	72	80	80	80	80	80	80	80	80	80	80	80	80	80	80
NHS Sunderland	140	80	80	71	80	80	80	80	80	80	80	80	80	80	80	80	80	80
NHS Tees Valley	181	81	80	73	80	80	80	80	80	80	80	80	80	80	80	80	80	80
No CCG	322	82	83	79	80	80	80	80	80	80	80	80	80	80	80	80	80	80

Newcastle & Middlesbrough Mela Report 2022	
Published: September 2022	

Pride Report 2022	
Published: September 2022	

Mela Survey Results Summary 2022	
Published: September 2022	

Pride Survey Results Summary 2022	
Published: September 2022	



2021/22 Summary	
All surveys	9,239 ↓ 88.3% ↓ 6.4%
999 (Unscheduled Care) see & convey	4,959 ↓ 91.1% ↓ 5%
Patient Transport Service (Scheduled Care)	1,531 ↑ 95.3% ↑ 2.9%
NHS 111	2,195 ↓ 77.2% ↓ 13.4%
999 (Unscheduled Care) see & treat	554 ↓ 97.1% ↓ 1.3%
Compliments and Complaints	808 ↓ 383 ↑
Themes from the survey sentiment comments	

Mission: Safe, effective, responsive care for all | Vision: Unmatched quality of care

Informing Improvements



Extra padding in vehicle seating added



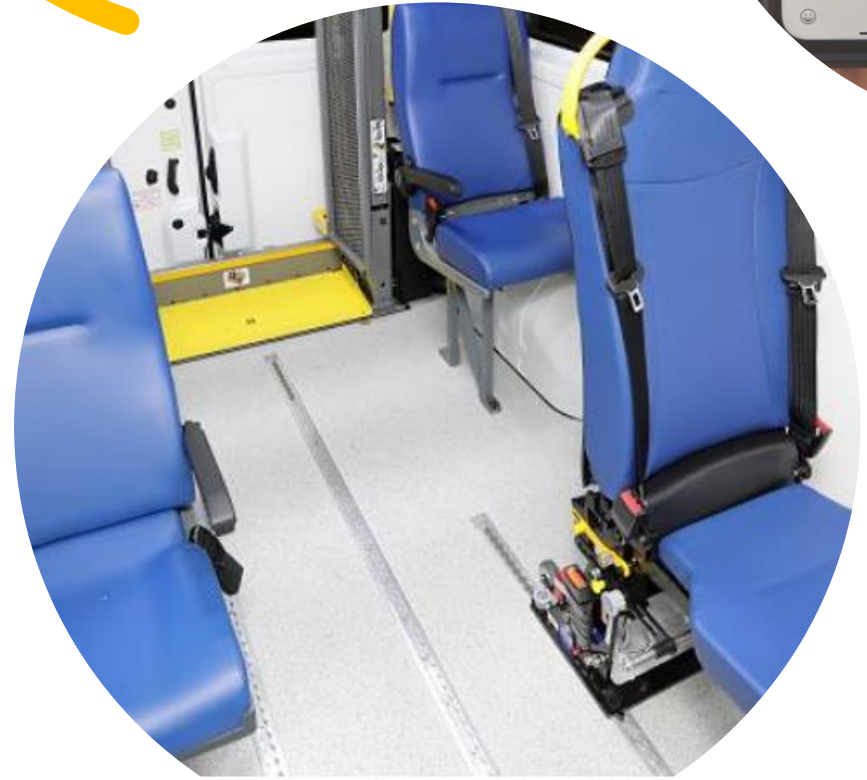
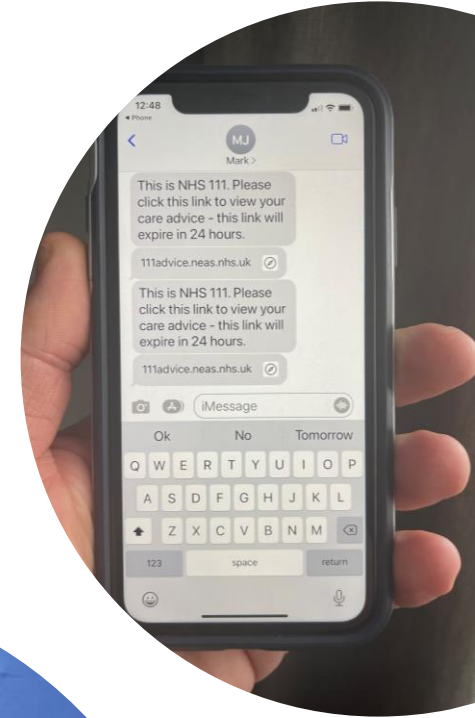
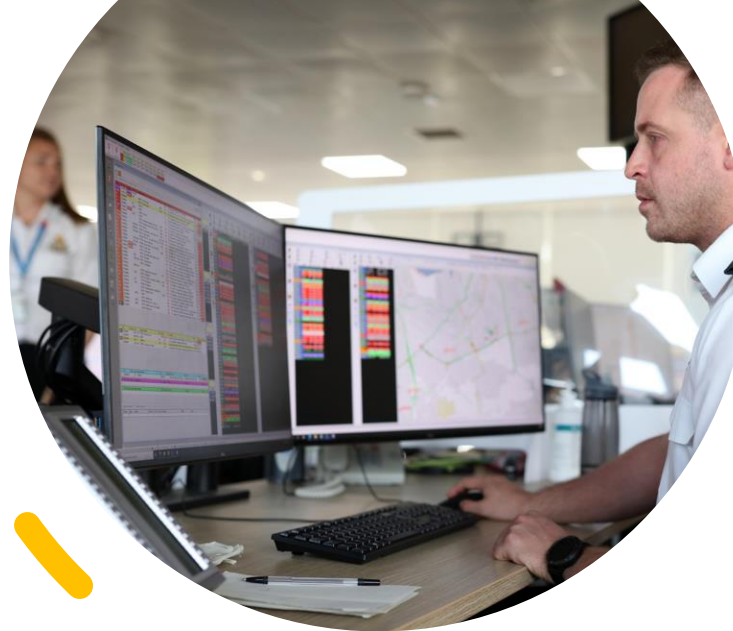
Standard message delivered pre 111/999 calls changed



Post call 111 text messages introduced reminding patient of advice provided



Staffing numbers in EOC increased





North East Ambulance Service

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www.neas.nhs.uk/about-us/patient-feedback/give-us-your-views.aspx