



PENNA Awards

Measuring, Reporting & Acting



The Prince's
Responsible
Business Network

Race at Work Charter signatory



Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

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?

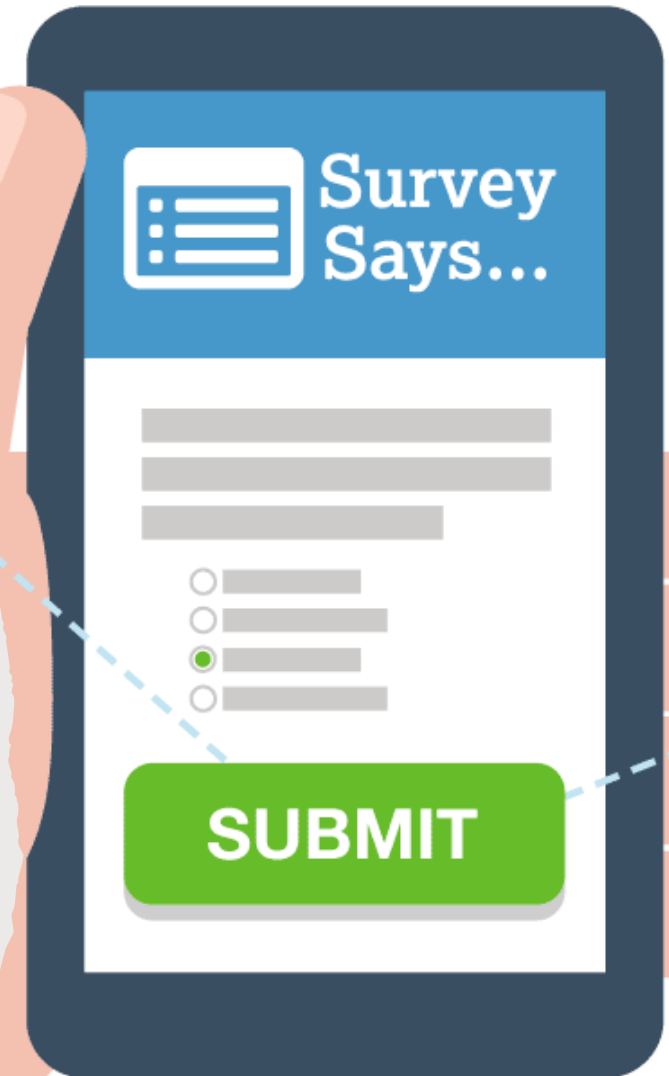
- Explored good practice from across the NHS
- Developed a specification and tender
- Over 20 organisations responded to the tender
- Interviewed 5 organisations, explored proposals and appointed
- 9 months setting up surveys, letters, texts, data transfer systems, hierarchy's, data protection and IG 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

Question 2 of 18

999 Emergency Ambulance

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

Question 3 of 18

999 Emergency Ambulance

Please tell us about anything that we could have done better

Maximum of 5000 characters

Previous

Next

Question 16 of 18

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

Question 16 of 18

999 Emergency Ambulance

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

Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

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 |

Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

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 comfort 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 | 95 | 90 | 96 | 92 |
| 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 | 92 |
| 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 | 91 |
| 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 comfort 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 | 95 | 90 | 96 | 92 |
| 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 comfort 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 | 95 | 90 | 96 | 92 |
| 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 | 90 | 95 | 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 | 65 | 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 | 76 | 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 | % 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 |
| Results by Cluster | | | | | | | | | |
| Cluster name | % 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 |
| Alnwick | 91.5% | 3.4% | 59 | 47 | 7 | 2 | 2 | 0 | 1 |
| Backworth | 88.9% | 11.1% | 18 | 12 | 4 | 0 | 1 | 1 | 0 |
| Bishop | 86.3% | 9.6% | 73 | 46 | 17 | 3 | 5 | 2 | 0 |
| Blucher | 83.3% | 5.6% | 18 | 13 | 2 | 2 | 1 | 0 | 0 |
| Coulby | 88.5% | 7.7% | 52 | 35 | 11 | 2 | 3 | 1 | 0 |
| Cramlington | 77.4% | 19.4% | 31 | 17 | 7 | 1 | 4 | 2 | 0 |
| Hartlepool | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lanchester | 77.8% | 11.1% | 27 | 15 | 6 | 3 | 3 | 0 | 0 |
| Monkton | 85.7% | 3.6% | 28 | 17 | 7 | 3 | 1 | 0 | 0 |
| No Cluster | 86.8% | 9.7% | 144 | 95 | 30 | 5 | 5 | 9 | 0 |
| Pallion | 91.3% | 4.3% | 23 | 15 | 6 | 1 | 0 | 1 | 0 |
| Stockton | 95.2% | 0.0% | 21 | 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

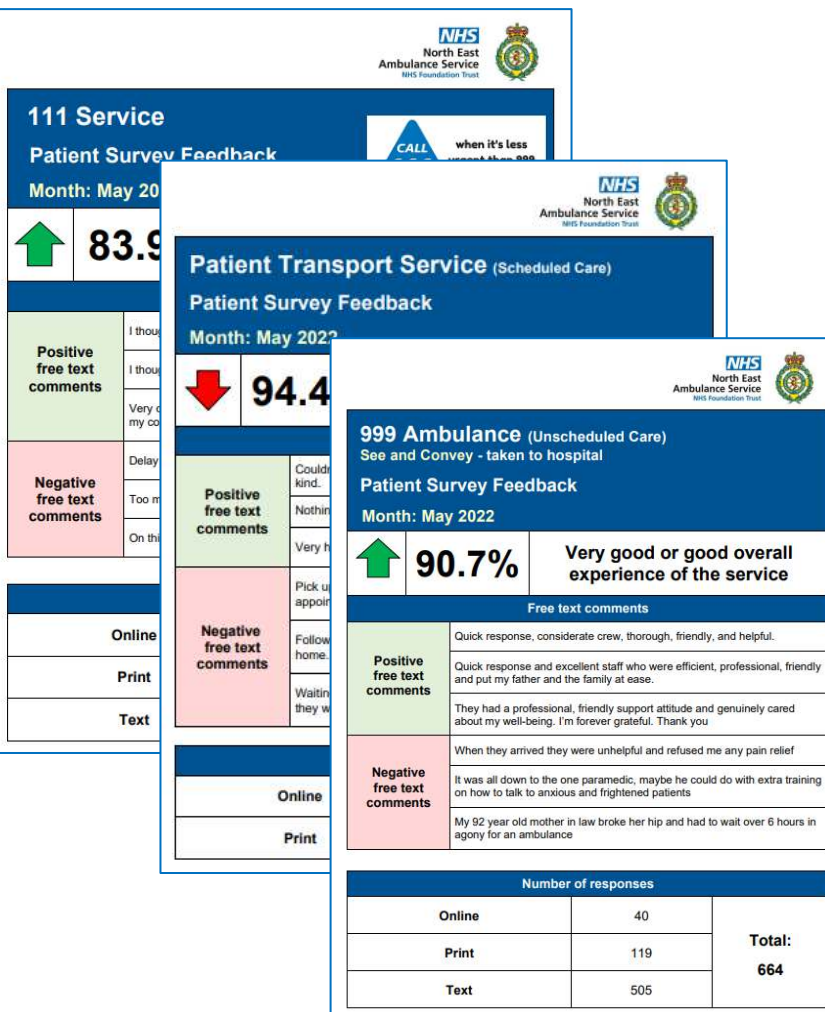
Step 1: Choose your report

Report Options: Quarterly Patient Experience Sur

Step 2: Select filter options

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

Run Report: Validate

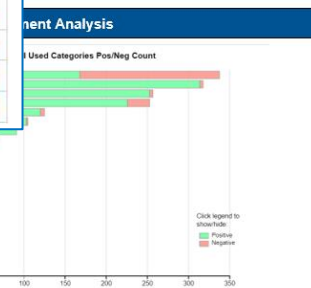
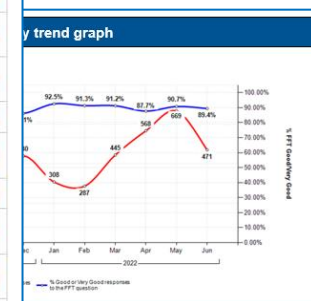


999 (Unscheduled Care) See and Convey

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 | 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 | 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 | 76.5 |
| The treatment provided by ambulance staff | 97.0 | 96.4 | 96.0 | 96.3 | 95.8 | 96.1 | 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 | 93.9 |
| The attitude of ambulance staff in general | 96.9 | 96.3 | 96.2 | 96.1 | 95.5 | 96.0 | 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 | 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 | 96.1 |
| The overall condition of the ambulance | 95.8 | 95.7 | 95.0 | 95.3 | 94.8 | 95.2 | 95.2 |
| The comfort of the ambulance | 91.6 | 91.4 | 90.3 | 91.7 | 90.4 | 90.9 | 90.9 |
| The cleanliness of the ambulance | 97.1 | 96.9 | 96.1 | 96.6 | 95.6 | 96.3 | 96.3 |
| The time it took to get you to hospital | 95.7 | 94.0 | 94.0 | 94.3 | 92.8 | 93.7 | 93.7 |



Mission: Safe, effective, responsive care for all

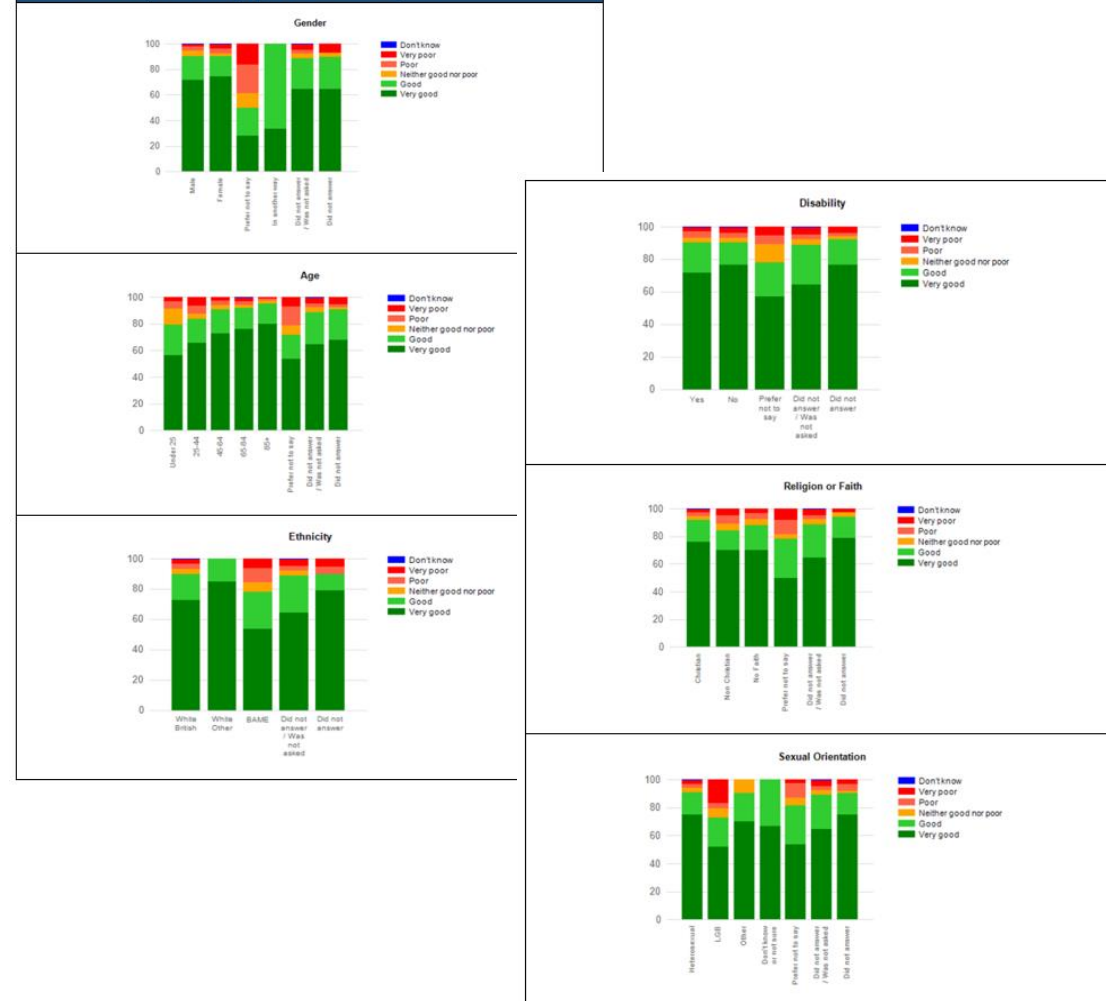
Vision: Unmatched quality of care

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 | White 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 |

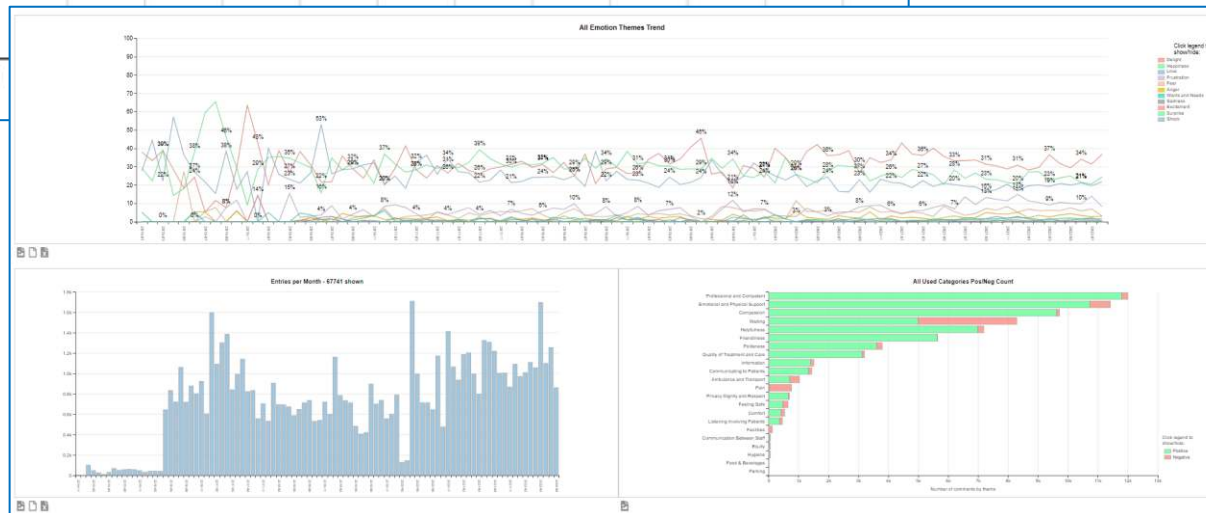
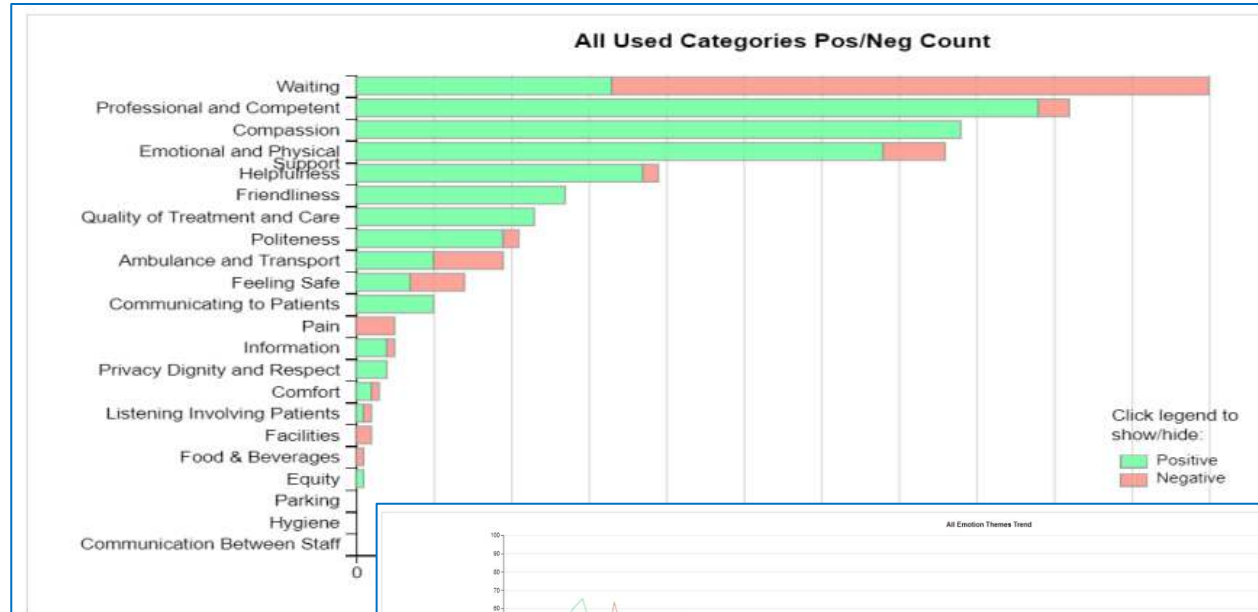
Friends and Family Test Demographic Breakdown Graphs



Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

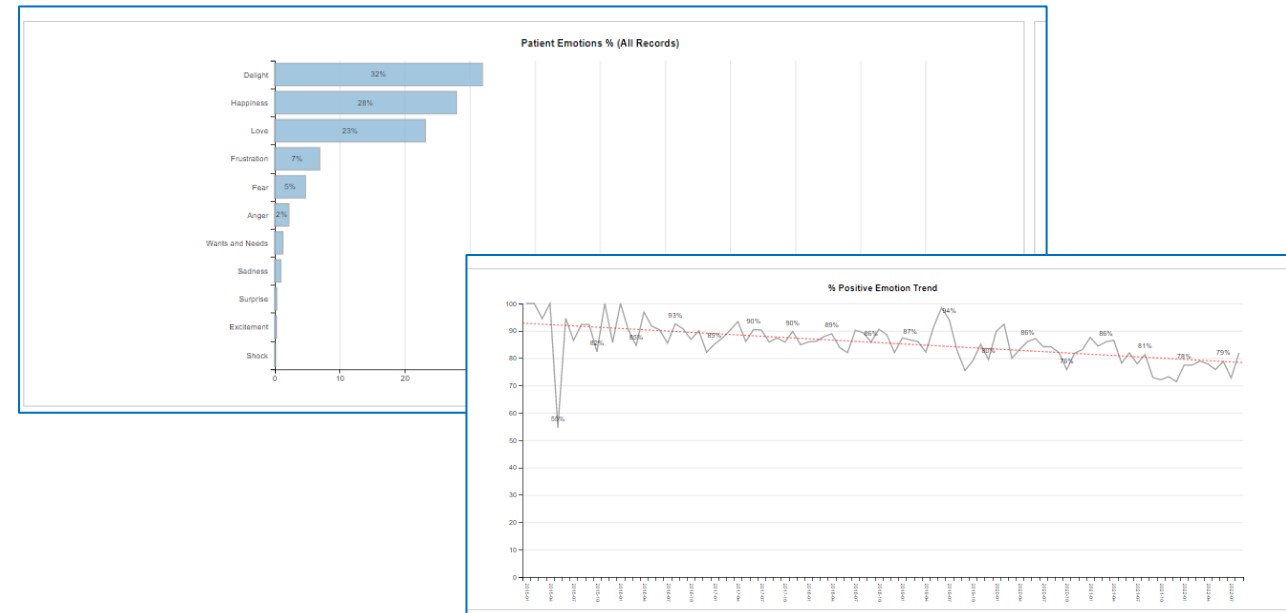
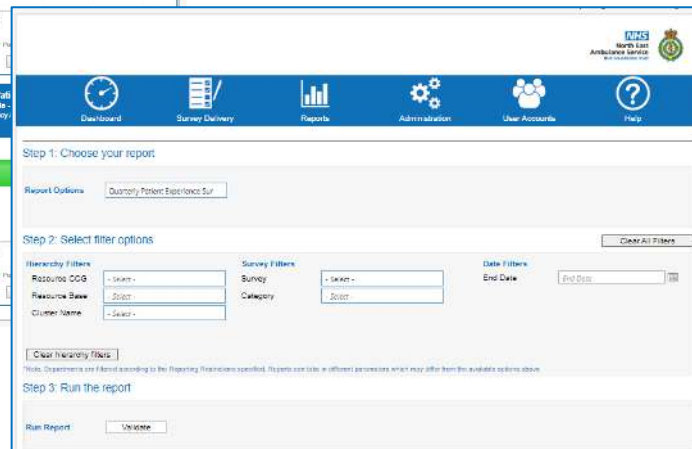
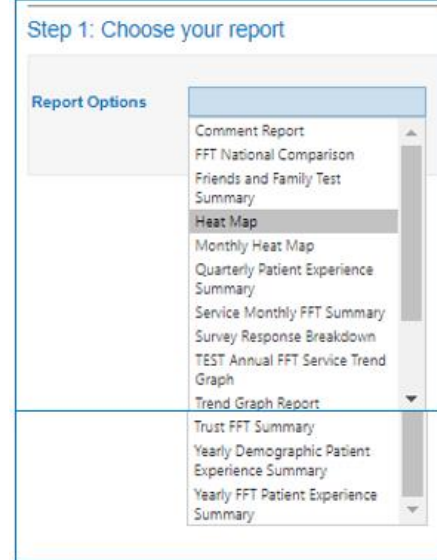
Free Text Comments – automatic sentiment analysis



| 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 |

Self Service reporting system

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 around the central text and icons.

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

| Agenda Items: | | Attachment | Devised by | Timing |
|---------------|---|---------------------|------------|--------|
| No | Description | Results by resource | | |
| 1. | Apologies | | % Good | % Poor |
| 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. | FOC 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 | The following table shows the number of responses for each rating (1-5) for each resource CCG. The table is sorted by the number of responses for each rating, with the highest number of responses at the top. The table is also sorted by the number of responses for each rating, with the highest number of responses at the top. The table is also sorted by the number of responses for each rating, with the highest number of responses at the top. | | | | | | | | | | | | | | Overall |
| Resource CCG Score | 1/3/1 | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | 12th | 13th | 14th | 15th |
| Demographic | | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| NHS County Durham | 504 | 80 | 87 | 74 | 97 | 84 | 96 | 87 | 97 | 96 | 80 | 66 | 63 | 50 | 50 | 50 |
| NHS Newcastle Gateshead | 151 | 80 | 84 | 71 | 94 | 82 | 94 | 83 | 92 | 93 | 80 | 64 | 60 | 50 | 50 | 50 |
| NHS North Yorkshire | 27 | 85 | 88 | 76 | 93 | 81 | 93 | 84 | 94 | 93 | 80 | 65 | 61 | 51 | 51 | 51 |
| NHS Northumberland | 820 | 88 | 80 | 79 | 93 | 80 | 92 | 83 | 93 | 93 | 81 | 69 | 60 | 50 | 50 | 50 |
| NHS South Yorkshire | 67 | 85 | 85 | 73 | 96 | 83 | 95 | 84 | 96 | 96 | 81 | 67 | 66 | 50 | 50 | 50 |
| NHS Sunderland | 160 | 88 | 88 | 74 | 96 | 80 | 94 | 80 | 96 | 96 | 82 | 69 | 62 | 51 | 51 | 51 |
| NHS Tames Valley | 151 | 81 | 87 | 73 | 97 | 85 | 93 | 81 | 93 | 93 | 86 | 71 | 66 | 53 | 53 | 53 |
| No CCG | 322 | 62 | 85 | 79 | 97 | 86 | 96 | 85 | 96 | 96 | 83 | 68 | 67 | 54 | 54 | 54 |

1

NHS
North East
Ambulance Service
NORTH EASTERN TRUST



Newcastle & Middlesbrough
Mela Report 2022

Published: September 2022

[illegible][illegible]

Patient Experience Report Summary | 2021/22

Summary 2021/22

2021/22 Summary ↓ Down from 2020/21 ↑ Increase from 2020/21

All surveys

9,239 ↓ **88.3%** ↓ **6.4%**

Responses

Good or very good

Poor or very poor

999 (Unscheduled Care) see & convey

4,959 ↓ **91.1%** ↓ **5%** ↑

Responses

Good or very good

Poor or very poor

Patient Transport Service (Scheduled Care)

1,531 ↑ **95.3%** ↑ **2.9%** ↑

Responses

Good or very good

Poor or very poor

NHS 111

2,195 ↓ **77.2%** ↓ **13.4%** ↑

Responses

Good or very good

Poor or very poor

999 (Unscheduled Care) see & treat

554 ↓ **97.1%** ↓ **1.3%** ↑

Responses

Good or very good

Poor or very poor

Compliments and Complaints

808 ↓ **383** ↑

Compliments

Complaints

3

Online Engagement
Video resources and workshops launched in November 2021

| Metric | Value |
|--|--------|
| Total video views | 22,783 |
| British Sign Language video | 5,450 |
| Virtual 360 ambulance tour video | 1,089 |
| YouTube views | 18,800 |
| Website visits for patient information | 9,587 |

In-person Engagement

| Metric | Value |
|---|-------|
| Physical community events and activities | 100+ |
| People supported through our community recruitment workshops | 2,102 |
| Community ambassadors trained and recruited | 83 |
| People from ethnic minority communities who have received training on the service of life saving skills | 1,781 |
| | 238 |

Themes from the survey sentiment comments

The three most positive themes were:

- Professional and Compassion
- Emotional & Physical Support
- Compassion

The three most negative themes were:

- Waiting
- Emotional & Physical Support
- Ambulance Transport

A copy of the full report is available at <https://nhs.uk/about/uhfaw-we-are-shapingpatient/survey/department-experience/survey/results>



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

Informing Improvements



Extra padding in vehicle seating added



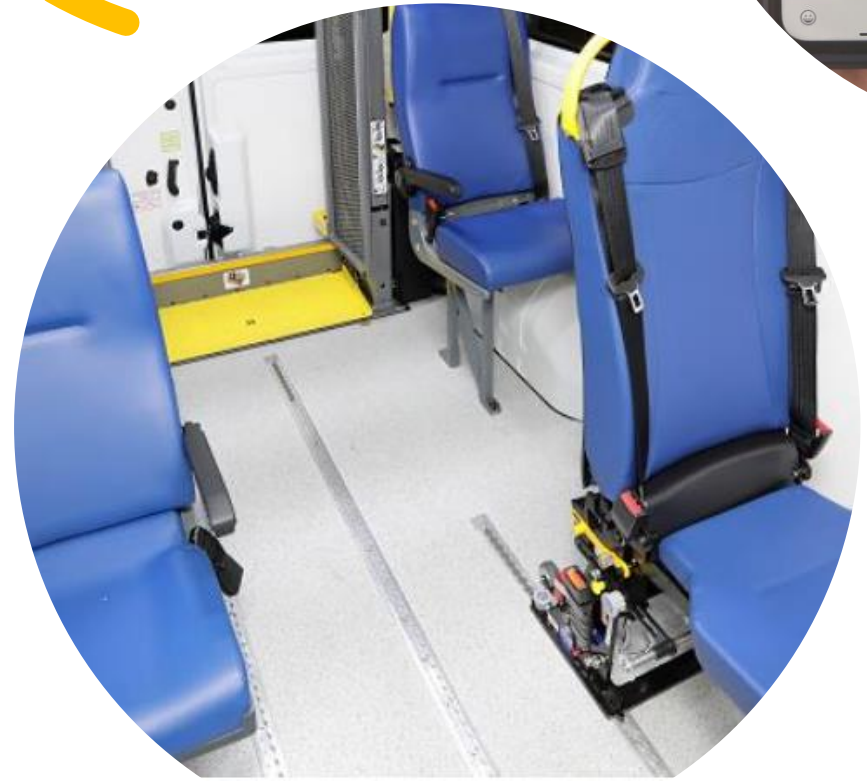
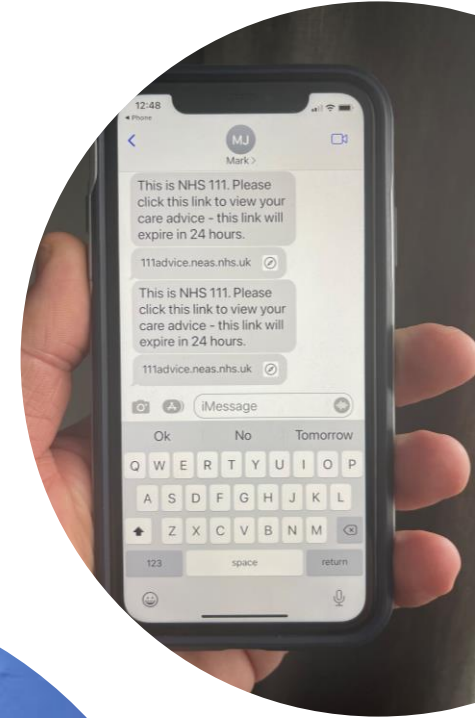
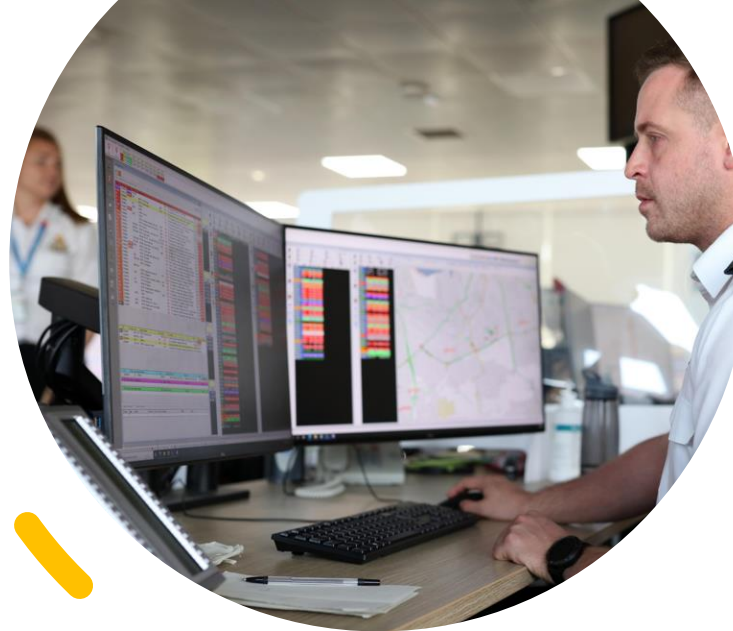
Standard message delivered pre 111/999 calls changed



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