



South Central Ambulance Service **NHS**
NHS Foundation Trust

2016 MEMBER AND PATIENT SURVEY-REPORT

Introduction

The fourth annual membership survey was undertaken in June of this year over a six week period. It was sent via Foundation Times, the Trust's membership newsletter to all Foundation Trust public members who have supplied the Trust with an email address.

A letter with a link to the survey and the option of requesting a hardcopy was also posted to 1,211 members. These are members who have expressed an interest in taking part in surveys on their application form but do not have/or have not supplied the Trust with an email address.

For the third year running we invited GP surgeries across our four counties to pass on our request to complete the survey to their Patient Participation Groups (PPGs) so they could tell us about their experience of care they receive from us.

In total we received 375 broken down as follows: 369 via email and 6 by post.

Last year we received 485 responses broken down as follows: 401 via email and 84 by post.

Membership - Summary of responses

Most results are positive and the majority of members continue to be satisfied with their membership. Those who were less satisfied would like to receive more regular communication and be more involved with consultations and questionnaires.

92% of the foundation trust members who responded to the survey have been a member for more than one year.

65% read Foundation Times, the members' newsletter and 47% have taken part in surveys and consultations.

75% are happy with being kept up to date about what is happening at the Trust through the members' e-newsletter, email, etc, while 45% find that being given the opportunity to be more involved if they wish is most useful.

74% of respondents would like to see more presentations on specific health issues by professionals.

Members were also given a list of activities and asked to tick the ones that they would like to be more involved with.

- 41% of respondents would like to receive more regular communication, compared to 55% last year.
- 43% expressed an interest in being involved with consultations and questionnaires, compared to 54% last year.
- 32% would be interested in attending a Patient Forum and 19% with volunteering.

Lastly, we asked if the members knew the names of their governors.

- 27% of respondents said they know their names,
- 34% said they don't but would like to and
- 39% don't but it does not matter to them.

3. Patient survey – Summary of responses

In this section we asked respondents if they had been either a patient or a caller in the last year. The breakdown is as follows:

Have you been one of the following in the last year? (Please select one only and refer to the most recent experience)		
Answer Options	Response Percent	Response Count
999 Caller	17%	59
999 Patient	8%	28
Non-Emergency Patient Transport Service (NEPTS) Caller	4%	13
Non-Emergency Patient Transport Service (NEPTS) Patient	2%	7
NHS 111 Caller	11%	39
NHS 111 Patient	7%	24
None of the above	51%	179
Total		350

Are you the patient?		
Answer Options	Response Percent	Response Count
Yes	35%	32
No, I am completing this on behalf of the patient	65%	60

999

Area where the incident has occurred:

Please tell us which area of SCAS the incident occurred in (please answer)		
Answer Options	Response Percent	Response Count
Berkshire	13%	12
Buckinghamshire	23%	21
Milton Keynes	3%	3
Hampshire	46%	43
Oxfordshire	15%	14

We asked those who called 999 if they contacted another service before dialling 999.

Did you contact any of the following before calling 999?				
Answer Options	2016		2015	
	Response Percent	Response Count	Response Percent	Response Count
GP Surgery	23%	18	22%	21
Hospital	3%	2	6%	6
NHS 111	16%	12	20%	19
Out of Hours GP Service	6%	5	5%	5
Pharmacy	4%	3	3%	3
Dentist	1%	1	0%	0
Walk-in Centre	1%	1	2%	2
Self-care	4%	3	1%	1
Not Applicable	43%	33	40%	38
Other (please specify)	25%	19	14%	13

The above results show that the percentage of respondents who contacted a hospital before dialling 999 has halved compared to last year. There is also a 4% decrease compared with

last year of respondents who contacted NHS 111 before calling 999. 4% of respondents tried self-care before calling 999, up 3% from last year

25% tried different methods of care from the list in the survey before dialling 999 (up 9% from 2015). These vary from contacting Careline and the Mental Health line to resorting to 999.

For the second year running we added some questions pertaining to mental health as part of our commitment to meet the needs of patients who make contact with us following a mental health crisis.

3% of the respondents who called 999 advised that an ambulance was called for them/the patient because they had been detained under the Mental Health Act 1983.

We also asked all respondents to rate their 999 experience and certain aspects of the call.

When the call was put through to the ambulance service, how would you rate how quickly we answered?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	70%	63	78%	87
Good	18%	16	14%	16
Poor	3%	3	1%	1
Don't know/can't remember	9%	8	6%	7

The callers' perception with which 999 calls are being answered has seen an 8% downshift in the Excellent score from last year's survey while there has been an increase of 4% in the Good and of 2% in the poor ones as shown above.

How carefully did the call taker listen to you?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	61%	55	61%	68
Good	28%	25	29%	32
Poor	0%	0	1%	1
Don't know/can't remember	11%	10	10%	11

How reassuring was the advice given by the call taker?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	50%	45	51%	56
Good	28%	25	36%	40
Poor	8%	7	2%	2
Don't know/can't remember	14%	13	11%	12

The above results show that 50% of respondents found this excellent, whereas 28% found it good, compared to 36% in 2015, an 8% decrease from last year. 6% more respondents found the service poor compared to last year.

Brief outline of reason for call				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Medical (Illness)	69%	63	68%	76
Trauma (Injury)	26%	24	26%	29
Mental Distress	4%	4	4%	4
Prefer not to say	0%	0	2%	2

There are no notable differences from last year with regard to the reason for calling 999, as shown above.

Please can you tell us how long you had to wait for an ambulance?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Less than 5 minutes	12%	11	19%	21
Less than 10 minutes	31%	28	41%	45
Less than 20 minutes	19%	17	23%	26
Less than 1 hour	19%	17	11%	12
More than 1 hour	15%	14	5%	6
Don't know/can't remember	4%	4	1	1

In terms of waiting time for an ambulance, 7% fewer respondents had to wait less than 5 minutes compared to last year, whereas there has been an increase of 8% and 10% in respondents who had to wait less than an hour and more than 1 hour respectively (see above). The reason for these oscillations will need to be explored.

We also asked respondents to rate the advice, care, helpfulness and cleanliness of the ambulance crew staff. Results are below, together with last year's figures.

How would you rate the advice and care given by the ambulance crew staff?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	72%	65	77%	83
Good	21%	19	18%	19
Poor	3%	3	5%	5
Don't know/can't remember	3%	3	1%	1

How would you rate the helpfulness of the ambulance crew staff?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	77%	69	82%	90
Good	19%	17	14%	15
Poor	2%	2	5%	5
Don't know/can't remember	2%	2	0%	0

How would you/the patient rate the cleanliness and tidiness of the ambulance service vehicle?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	49%	44	56%	61
Good	24%	21	19%	21
Poor	0%	0	3%	3
Don't know/can't remember	27%	24	23%	25

Furthermore we asked respondents to tell us what happened to them/the patient once seen by the ambulance staff.

Please tell us what happened to you/the patient once seen by the ambulance staff				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Taken to hospital in an ambulance	82%	74	77%	85
Went to hospital, but was not taken by the ambulance service	6%	5	0%	0
Did not go to hospital	11%	10	21%	23
Don't know/can't remember	1%	1	2%	2

The table shows that 82% of respondents were taken to hospital in an ambulance (up 5% from last year). 6% went to hospital, but were not taken by the ambulance service. This could be attributed to more people taking themselves, if patients, or the patient to hospital if possible rather than relying on the ambulance service, thus allowing the Trust to call to more urgent cases.

11% did not go to hospital and this is a notable improvement from last year. This could be due to the 'See and Treat' programme undertaken by ambulance trusts. There are many patients who attend A&E that could be better treated elsewhere, close to their homes, giving them a better experience while reducing unnecessary pressures on busy A&E departments.

Patients with manageable conditions such as epilepsy, asthma, diabetes with non-serious complications can be managed at home by an ambulance crew, without a trip to the hospital.

We also asked respondents to rate whether they/the patient were treated with dignity and respect by the ambulance staff treated.

Overall, how would you/the patient rate whether the ambulance staff treated you/the patient with dignity and respect?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	80%	72	86%	95
Good	16%	14	8%	9
Poor	2%	2	5%	5
Don't know/can't remember	2%	2	2%	2

The trend shows a drop of 6% from 2015 on the number of respondents who deemed it excellent. On the plus side, the percentage of respondents who rated it poor has decreased by 3% compared to last year.

Finally we asked our respondents how likely they would be to recommend the 999 service from SCAS to friends and family if they needed similar care or treatment.

How likely are you to recommend the 999 service from SCAS to friends and family if they needed similar care or treatment?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Extremely likely	72%	64	90%	98
Likely	16%	14	5%	6
Neither likely nor unlikely	4%	4	1%	1
Unlikely	6%	5	3%	3
Extremely unlikely	1%	1	1%	1
Don't know	1%	1	0%	0

The breakdown shows that the percentage of respondents who would be likely to recommend the 999 service is up 18% from last year, to the detriment of the extremely likely score which is now at 72% compared to 90% last year.

In addition to our 999 service we were also interested in the respondents' experience with our partners at the Air Ambulance and we asked them how they rated the service they received if they had been air lifted to hospital as part of their treatment.

In addition to our 999 service we are also interested in your experience with our partners at the Air Ambulance. If the Air Ambulance Team was called out to you as part of your treatment, how would you rate the service you received?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	11%	3	26%	8
Good	4%	1	6%	2
Poor	0%	0	0%	0
Don't know/can't remember	85%	23	68%	21

This year we also asked respondents to rate the level of care provided by Community First Responders if they were the first on scene.

Do you know if a Community First Responder was one of the people who arrived in response to your call? If yes, please let us know what you thought about the level of care provided by the Community First Responder?		
Answer Options	Response Percent	Response Count
Excellent	41%	23
Good	16%	9
Poor	2%	1
Don't know/can't remember	41%	23

NEPTS (Non-Emergency Patient Transport Service)

The number of responses received for NEPTS is very low and this is consistent with last year's results, as shown below.

How often have you used the Non-Emergency Patient Transport Service (NEPTS) from South Central Ambulance Service in the last year?				
Answer Options	2016		2015	
	Response Percent	Response Count	Response Percent	Response Count
On a regular basis	26%	5	24%	5
Frequently	16%	3	9%	2
Occasionally	26%	5	29%	6
Once	32%	6	32%	8

Brief outline of reason for call		
Answer Options	Response Percent	Response Count
Medical (Illness)	85%	17
Trauma (Injury)	10%	2
Mental Distress	0%	0
Prefer not to say	5%	1

Area where respondents use/used the PTS service:

Where do you live?		
Answer Options	Response Percent	Response Count
Berkshire	27%	6
Buckinghamshire	27%	6
Milton Keynes	9%	2
Hampshire	27%	6
Oxfordshire	9%	3

Who usually books your non-emergency ambulance transport?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
GP	22%	4	38%	8
Hospital	56%	10	29%	6
Myself	22%	4	38%	8
Carer/Relative	6%	1	9%	2
Other (please specify)		1		4

If you booked the transport yourself did you find it easy to do?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	70%	7	77%	10
No	30%	3	23%	3

When you used the ambulance service, how long, if at all, did you wait for the transport to arrive from the pre-arranged pick-up time?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
It was early	23%	4	17%	3
It was on time	23%	4	33%	6
Waited up to ten minutes	12%	2	11%	2
Waited 10-16 minutes	6%	1	11%	2
Waited 17-30 minutes	6%	1	6%	1
Waited 31-60 minutes	12%	2	6%	1
Waited longer than one hour	18%	3	6%	1
Don't know/can't remember	0%	0	11%	2

If your appointment was longer or shorter than anticipated, was your planned return ambulance transport journey re-arranged?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	50%	9	72%	13
No	22%	4	6%	1
Not Applicable	28%	5	22%	4

Were you given an estimate of the waiting time for your return journey?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	37%	6	59%	10
No	63%	10	41%	7

We also asked respondents to rate their PTS experience and certain aspects of the service.

How would you rate the advice and care given by the ambulance staff?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	53%	9	67%	12
Good	47%	8	28%	5
Poor	0%	0	6%	1
Don't know/can't remember	0%	0	0%	0

How would you rate the helpfulness of the ambulance staff?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	71%	12	67%	12
Good	29%	5	22%	4
Poor	0%	0	6%	1
Don't know/can't remember	0%	0	6%	1

How would you rate the cleanliness and tidiness of the ambulance vehicle?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Excellent	47%	8	39%	7
Good	53%	9	44%	8
Poor	0%	0	11%	2
Don't know/can't remember	0%	0	6%	1

As seen above, the majority rated these aspects of the service as excellent, with the exception of the cleanliness of and tidiness of the vehicles, where a slightly higher percentage of respondents found these good rather than excellent. However, there is an overall notable improvement from last year in this category as shown below.

Other notable differences from last year regard the decrease in respondents rating the advice and care of the ambulance staff as excellent (down 14%), while 71% considered the helpfulness of the ambulance staff as excellent (up 4%). No respondents gave a poor score.

Finally, we asked our respondents how likely they would be to recommend the PTS from SCAS to friends and family if they needed similar care or treatment. The breakdown is shown below.

How likely are you to recommend the Non-Emergency Patient Transport Service (NEPTS) from SCAS to friends and family if they needed similar care or treatment?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Extremely likely	42%	8	55%	11
Likely	21%	4	30%	6
Neither likely nor unlikely	26%	5	10%	2
Unlikely	5%	1	0%	0
Extremely unlikely	0%	0	0%	0
Don't know	5%	1	5%	1

NHS 111

Area where respondents used the NHS 111 service:

Which NHS 111 area do you live in?		
Answer Options	Response Percent	Response Count
Bedfordshire	0%	0
Berkshire	20%	18
Buckinghamshire (excluding Milton Keynes*) *NHS 111 in MK is not run by SCAS	22%	19
Hampshire	44%	39
Luton area	0%	0
Oxfordshire	14%	12

We asked respondents to rate their NHS 111 experience and certain aspects of the call if they had used the service. Results are below.

How quickly was your call answered by a NHS 111 advisor?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Call answered within 1 minute	54%	48	70%	66
Call answered after more than 1 minute	32%	28	18%	17
Don't know/can't remember	14%	12	12%	11

Brief outline of reason for call		
Answer Options	Response Percent	Response Count
Medical (Illness)	85%	74
Trauma (Injury)	12%	10
Mental Distress	1%	1
Prefer not to say	2%	2

We asked respondents to rate their 111 experience and certain aspects of the service. The 2016 figures show no notable difference from last year.

How reassuring did you find the NHS 111 service?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Very	43%	38	43%	41
Quite	30%	20	34%	32
Slightly	11%	10	13%	12
Not at all	16%	14	11%	10
No view	0%	0	0%	0

How relevant were the questions asked by the NHS 111 service?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Very	39%	34	40%	38
Quite	38%	33	39%	37
Slightly	12%	10	18%	17
Not at all	10%	9	3%	3
No view	1%	1	0%	0

After you called NHS 111, did you feel your problem had been				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Resolved	23%	20	30%	29
Improved	26%	23	28%	27
Remained the same	38%	33	33%	31
Got worse	8%	7	7%	7
No view	5%	1	1%	1

Did the NHS 111 service help you to make contact with an appropriate health care service?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	77%	67	82%	75
No	23%	20	18%	17

We also asked how satisfied or dissatisfied they were with the way the NHS111 service handled their call and results are shown below.

It is important to note that those who called 111 instead of using another service benefited from this by being referred to the appropriate service while at the same time alleviating the pressure on A&E. This trend was also noted in last year's survey.

2016				
BEFORE		AFTER		
Without the 111 service, what would you have used?		As a result of ringing 111, what did you subsequently use?		
999 ambulance service	41%	999 ambulance service	42%	up 1%
A&E service	35%	A&E service	26%	down 9%
Dentist	4%	Dentist	1%	down 3%
GP Surgery	19%	GP Surgery	18%	down 1%
Pharmacy	4%	Pharmacy	3%	down 1%
Walk-in Centre	16%	Walk-in Centre	12%	down 4%
None	n/a	None	10%	up 10%

2015				
BEFORE		AFTER		
Without the 111 service, what would you have used?		As a result of ringing 111, what did you subsequently use?		
999 ambulance service	35%	999 ambulance service	38%	up 3%
A&E service	31%	A&E service	18%	down 13%
Dentist	3%	Dentist	0%	down 3%
GP Surgery	27%	GP Surgery	28%	up 1%
Pharmacy	7%	Pharmacy	2%	down 5%
Walk-in Centre	19%	Walk-in Centre	12%	down 7%
None	n/a	None	7%	up 7%

Furthermore we asked respondents to rate their satisfaction level with the way the NHS111 service handled their call.

Overall, how satisfied or dissatisfied were you with the way the NHS 111 service handled your call?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Very satisfied	45%	39	52%	50
Fairly satisfied	30%	26	26%	25
Neither satisfied nor dissatisfied	8%	7	10%	10
Fairly dissatisfied	7%	6	7%	7
Very dissatisfied	10%	9	4%	4

Finally we asked our respondents how likely they would be to recommend the NHS 111 service from SCAS to friends and family if they needed similar care or treatment. The breakdown is shown below.

How likely are you to recommend the NHS 111 from SCAS to friends and family if they needed similar care or treatment?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Extremely likely	43%	38	50%	48
Likely	32%	28	28%	27
Neither likely nor unlikely	8%	7	6%	6
Unlikely	2%	2	5%	5
Extremely unlikely	13%	11	9%	9
Don't know	2%	2	2%	2

Website

All respondents were also asked if they would recommend our website at www.scas.nhs.uk to their friends and family. Results are below.

Would you recommend our website at www.scas.nhs.uk to your friends and family?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	30%	92	46%	186
No	4%	12	5%	19
Never visited the website	66%	200	50%	202

Demographics of the respondents

Responses to equality and diversity questions were purely voluntary but helped us understand more about how members view their membership and how patients rate our services.

The survey showed that the highest proportion of respondents (46%) is in the 60-74 age group (same as 2015) followed by the 75+ and the 50-59 group (both 17%).

How old are you?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
14-16	0%	0	0%	1
17-21	1%	3	2%	9
22-29	2%	5	4%	15
30-39	5%	15	6%	23
40-49	13%	37	14%	53
50-59	17%	51	17%	65
60-74	45%	135	40%	156
75+	17%	49	18%	70

This year nearly 20% more women responded to the survey compared to 2015 when the gender split was almost even.

What is your gender?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Female	59%	175	51%	199
Male	41%	120	49%	189

Do you consider yourself to have a disability?				
	2016		2015	
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Yes	22%	66	17%	68
No	77%	225	80%	311
Prefer not to say	1%	2	3%	11

92% of respondents were White British, with a small percentage of respondents from White-Irish; White Other; Asian or Asian British –Other; Black or Black British – Caribbean.

Most respondents reside in Hampshire (44%), followed by Buckinghamshire (26%), Oxfordshire (15%), Berkshire (14%) and Milton Keynes (2%).

A small number of respondents reside in the surrounding counties of SCAS coverage area and either work and/or use/ have used our services.

Your county of residence		
Answer Options	Response Percent	Response Count
Berkshire	14%	40
Buckinghamshire	26%	74
Milton Keynes	2%	5
Hampshire	43%	122
Oxfordshire	15%	41
Other (please specify)		16

Recommendations

We should consider expanding the range of potential respondents by including other SCAS stakeholders such as councils, parish councils, care homes, CCGs (Clinical Commissioning Groups), Healthwatch groups and voluntary organisations.

No recommendations for 999, NEPTS and NHS 111.

Next step

The results will be presented in full to the Membership and Engagement Committee who will work with the trust on improving our membership and patient experience.

The trust would like to thank all our Foundation Trust members and members of the public who took part in our survey.

This will help us to improve and support the health and wellbeing of the local population and contribute to the Trust's vision and values.