

LAS Strategy

Feedback from engagement activities

Healthwatch Ealing
January 2023



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Activities undertaken

Survey

Healthwatch Ealing developed a survey with five other local Healthwatch organisations run by Your Voice in Health and Social Care (YVHSC). The survey covered 3 main elements – 999, 111 and working with partners with questions very closely aligning to the issues outlined by LAS in the project brief provided to Healthwatch.

The survey was posted online in December, distributed via available email networks across the Healthwatch staff team and supported by Facebook posts and twitter activity, including paid for adverts.

In January, the survey was additionally printed and distributed to GP practices as part of our regular attendance to engage with patients. We conducted patient interviews to gauge a deeper understanding of the public's views on the LAS.

GP and Hospital Patient interviews.

In addition to the online survey, we visited the Crown Street GP surgery to conduct one on one interviews with patients in the waiting room. We also visited Ealing Hospital to conduct one on one interviews with patients in the outpatient ward. The officers who visited the GP surgery and Hospital outpatient ward used paper copies of a Healthwatch online survey to collect feedback from patients who shared their individual experiences of urgent and emergency care.

In total, we collected 9 completed patient interviews.

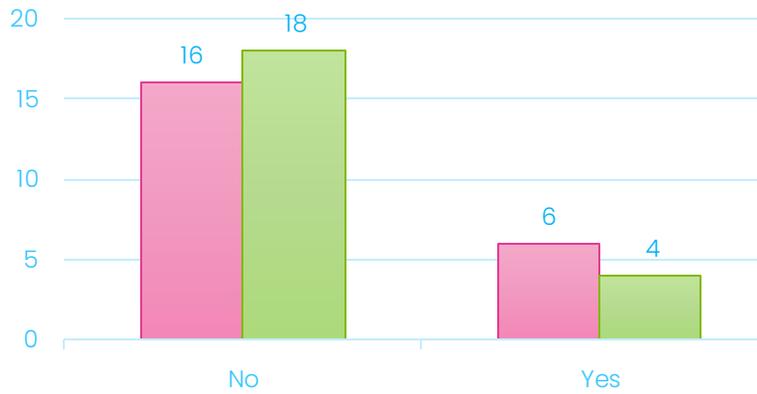
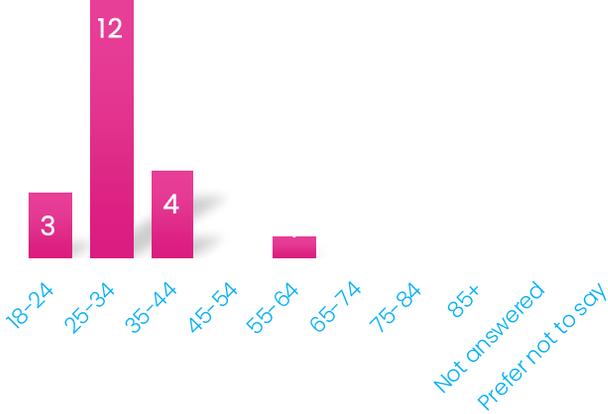


Demographics

Survey – 22 responses

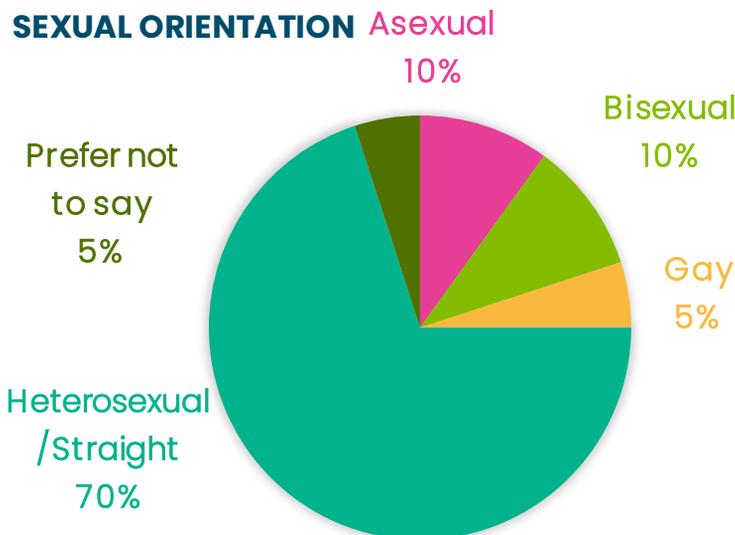
We received twelve responses from people identifying as female. Majority of responses (n.14) came from Heterosexual/straight persons. The majority of respondents were aged from 25–34 year olds (n.12) who did not consider themselves to have a long term health and social care need (n.16) or disability (n.18).

Age group

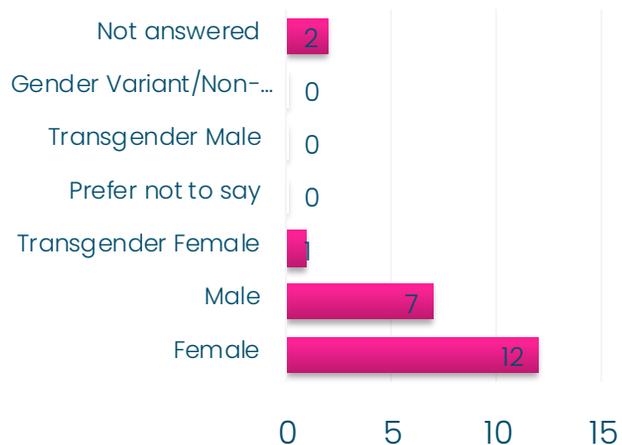


- Do you consider yourself to have a long-term condition or health and social care need?
- Do you consider yourself to have a disability?

SEXUAL ORIENTATION

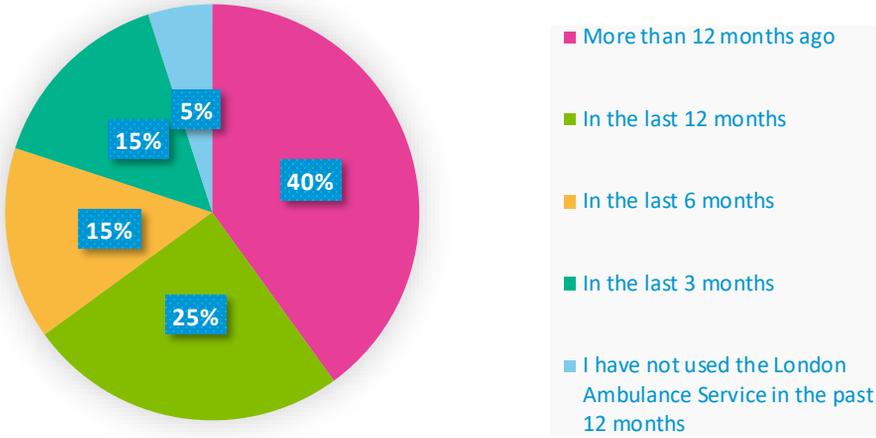


What gender do you identify yourself as?



Overall Experience with LAS Services

When did you last use the London Ambulance Service?



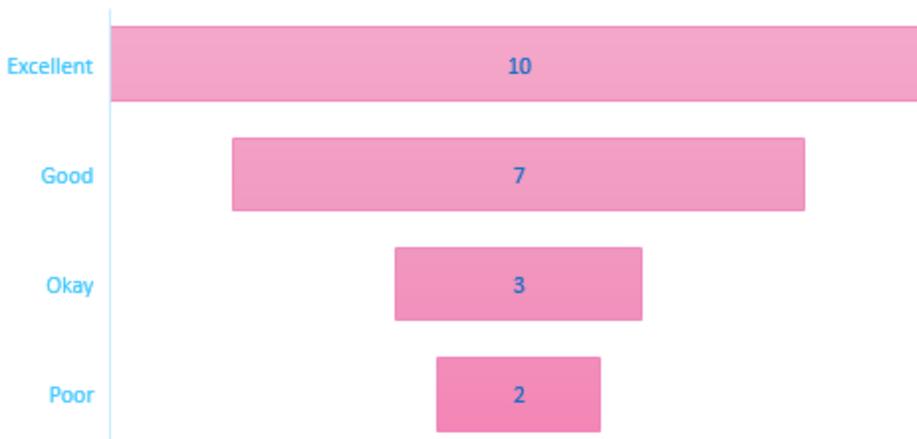
The majority of LAS Smartsurvey respondents, (n.8) had used the LAS more than 12 months ago.

How would you rate your overall experience of calling 999 and using LAS emergency care?

36% (n.8) of LAS Survey respondents rated their overall experience with the 999 service as Excellent.



How would you rate your overall experience of calling 111 and using urgent care?



45% (n.10) of LAS Survey respondents rated their overall experience with the 111 and urgent care service as Excellent.

Summary of Findings

The table below highlights the key issues identified through the engagement work carried out in Ealing, and the key priorities suggested for LAS to take forward in their strategy for 2023–2028.

The subsequent pages highlight each priority in turn and present the evidence base for this.

Findings

Key issue / priority identified	Details
Positive Staff Attitude expressed across the 999 and 111 call handlers.	18 out of 22 patients mentioned staff members having a positive attitude.
111 and urgent care provides high quality communication from compassionate staff.	17 out of 22 patients mentioned staff members being knowledgeable and providing a high level of compassionate treatment and reassuring advice.
Experience of 999 and Emergency care is positive	12 out of 22 patients mentioned staff members being knowledgeable and giving the appropriate treatment and advice.

Finding 1

Staff Attitude

18 out of 22 patients who rated the service either Excellent, Good, or Okay mentioned staff members having a positive attitude.

“The staff are very conscientious, dedicated and caring for patients..”

- Female, 55-64, White: British / English/ Northern Irish / Scottish/ Welsh Mixed respondent used the 999 service more than 12 months ago and gave an overall rating of Excellent

“The service attitude of the staff is very good, and the communication is timely and convenient.”

- Female, 55-64, White: British / English/ Northern Irish / Scottish/ Welsh Mixed respondent used the 999 service more than 12 months ago and gave an overall rating of Good

“The staff has a good attitude.”

- Male, 18-24, Asian/Asian British: Bangladeshi respondent used the 999 service in the last 3 months and gave an overall rating of Okay

“The staff’s attitude was good and friendly, I am very grateful,.”

- Female, 25-34, Asian/Asian British: Indian respondent used the 999 service in the last 3 months and gave an overall rating of Excellent

Patient Interviews

A patient that used the 999 service in the last 12 months said, “The ambulance was slow to arrive. Waiting time was 4+ hours. However, the care I received was great and the ambulance staff made up for this..” They rated the overall experience of calling 999 and using LAS emergency care as Okay.

- Female, 55-64, White: British / English/ Northern Irish / Scottish/ Welsh Mixed

A patient that used the 111 service more than 12 months ago said the handlers of calls listen well. “They do a good job of comfort and explanation, so that patients feel less scared. But it can take many hours to get a call back.” They rated the overall experience of calling 111 and using urgent care services as Good.

- Female, 18-24, Asian/Asian British: Bangladeshi

Finding 2

Experience of 111 and urgent care is positive

77% (n.17) of the respondents rated the overall service as Excellent or Good. Patients commented on positive staff attitudes, and most notably, when patients rated the service positively, they reported having experienced a high quality of communication from reassuring and compassionate staff.

Positive Feedback

“The quality is great; the communication is timely and convenient”

- Male, 35-44, Asian / Asian British: Indian respondent used the 111 service in the last 12 months and gave an overall rating of Excellent

“Very polite - the best. Very understanding. Listened carefully and understood concerns.”

- Female, 24-34, White: British / English/ Northern Irish / Scottish/ Welsh Mixed respondent used the 111 service more than 12 months ago and gave an overall rating of Excellent

“Slow to answer phone, person on the phone was very helpful and patient when they did answer.”

- Male, 25-34, Unknown respondent used the 111 service in the last 12 months and gave an overall rating of Good

Patient Interviews

A patient that used the 111 service in the last 3 months said, “After a while going through 111 options was told there would be a minimum 30 mins in queue. They offered advice and support and I saw GP next day. They listened to me, gave me advice about my treatment.” They rated their overall 111 service as Good.

- Female, 25-34, White: British / English/ Northern Irish / Scottish/ Welsh Mixed

A patient that used the 111 service in the last 12 months said, “They do need to hire more call handlers. Called about my child and they were very reassuring and I got my son the help and treatment he needs. She was a lovely lady ” They rated their overall 111 service as Excellent.

- Female, 18-24, Asian / Asian British: Bangladeshi

Finding 3

Experience of 999 and Emergency care is positive

54% (n.12 rate the 999 and emergency care as either Excellent or Good. Patients report exceptional care and treatment.

Positive feedback:

“A member of the public called ambulance after an accident with my e-scooter. The staff are amazing, thanks to them I made a miracle recovery.”

- Male, 24-34, Asian / Asian British: Other respondent used the 999 service more than 12 months ago and gave an overall rating of Good

“They are so busy, it was not so good, but it is not their fault. I was taken there by a lovely ambulance crew. The treatment and care was also very good.”

- Female, 55-64, Black / Black British – Any other Black / Black British background respondent used the 999 service In the last 12 months and gave an overall rating of Good

“I got taken here by the ambulance, it was alright, I got sorted. I didn't have to wait very long.”

- Male, 25-34, Unknown respondent used the 999 service in the last 12 months and gave an overall rating of Good

Patient Interviews

During one of our visits to the Crown Street surgery, we spoke with a patient who credited the experience and knowledge of the ambulance staff for saving their life. “I give so much credit to the ambulance staff as well as the doctors treating patients for Covid as they are under so much pressure. I would like to say a huge thank you for doing your best to save my life.” The patient rated their overall experience as Excellent.

- Female, 55-64, White: British / English/ Northern Irish / Scottish/ Welsh Mixed

A patient that used the 999 service more than 12 months ago. “Ambulance caller provided clear communication/advice/support for daughter's breathing - very informative. Didn't take long at all to explain all details of emergency. Was told how long the wait would be and they arrived quicker.” They rated their overall experience of calling 999 and using emergency care services as Excellent.

- Female, 45-54, Asian/Asian British: Pakistani

Additional considerations

Waiting Times

Patients who had either a very positive or a negative experience with the service frequently mentioned waiting time. Negative sentiments were expressed around long waiting times and a lack of communication. Positive sentiments were contributed to when patients were seen quicker than anticipated.

Limitations

This report is based on the feedback of residents that Healthwatch spoke to on the day of our patient interviews, and that completed the survey online through Smart survey. We recognise that it does not necessarily represent the views and experiences of all the residents in the borough who have used the London Ambulance Service.



Contact Us

If you would like to discuss this report or our work, please get in touch



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