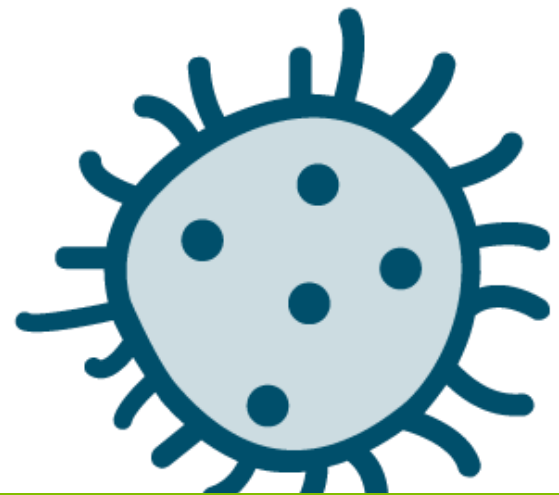
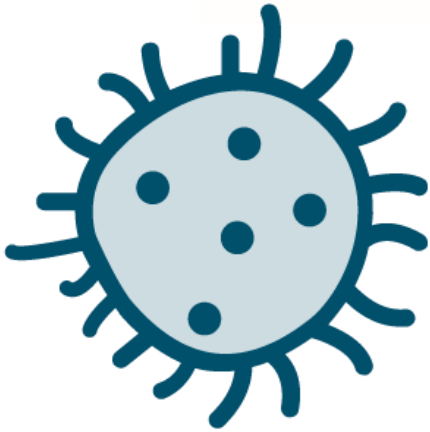


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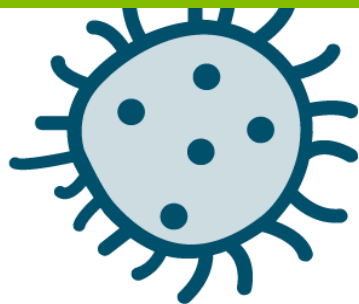
Sunderland



## What you told us about COVID-19

Use of North East Ambulance Service

July 2020



## **Distribution List:**

### **Sunderland Local Authority**

Councillor Graeme Miller, Leader of the Council  
Graham King, Head of Commissioning  
Anne Wilson, Commissioning Specialist  
Fiona Brown, Executive Director of Adult Services  
Ann Dingwall, Lead Commissioner Adults  
Jane Hibberd, Senior Policy Manager  
Jessica May, Sunderland Partnership Manager  
Yusuf Meah, Tobacco Control, Public Mental Health & Workplace Health Lead

### **Healthwatch England**

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Gillian Gibson, Director of Public Health  
Ann Fox, Executive Director of Nursing, Quality & Safety  
Debbie Burnicle, Lay Member Patient and Public Involvement  
Debbie Cornell, Head of Corporate Affairs  
Wendy Thompson, General Practice Commissioning Lead

**Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust - John Lawler,**  
Chief Executive

### **South Tyneside and Sunderland Foundation Trust**

Ken Bremner, Chief Executive  
Liz Davies, Director of Communications

### **All Together Better Sunderland**

Philip Foster, Managing Director  
Penny Davison, Senior Commissioning Manager

**North East Ambulance Service - Mark Johns, Engagement, Diversity and Inclusion**  
Manager

**Academic Health Science Network - Philip Kyle, Programme and Project Support**

**Voluntary Community Action Sunderland - Jeanette Hilton, Chair**

### **Sunderland Echo**

Joy Yates, Editorial Director  
Fiona Thompson, Senior Multi-media Journalist

## Executive Summary

In June 2020, Healthwatch Sunderland gathered feedback from 714 respondents, gathering people's general experiences of using health and social care services during the COVID-19 pandemic.

A report 'What you told us about COVID-19' was published sharing the findings. The aim of this report is to understand the experiences of those who responded to say they had made use of the North East Ambulance Services.

The purpose of this report is to share the findings with key health and social care providers and commissioners, to help them identify what is working well and highlight those areas that need to be improved. It should be read in conjunction with the 'What you told us about COVID-19' report.

The results for this report are based upon data collected from 45 respondents using at least one of these services. A total of 8 people gave feedback on their experience of the North East Ambulance Service and a total of 37 people gave feedback on their experience of the 111 service.

### Key themes/findings

The findings from the survey have shown that overall people's experiences of using services has been positive especially the ambulance service. However feedback has also highlighted some of the areas within the 111 service that haven't rated so well. For the benefit of key service providers and commissioners, the summary given below highlights the main themes and trends of those areas where possible improvements could be made based on survey respondents feedback.

- 100% (8) of respondents rated the ambulance service as either excellent or good.
- 50% (4) of those using the ambulance service were aged 55-74 years old.
- The majority of those who had used the 111 service, 84% (31) rated it as excellent or good. A further 16% (6) rated the service as fair to very poor.
- The majority 62% (23) of those using the 111 service were aged 35-65 years old.
- More males than females used the ambulance service and 111 service, 82% (36) compared to 18% (8).
- Of those who responded to our survey who had used 111 or the ambulance service, all were White: British/English/ Northern Irish/Scottish/Welsh.

## Next steps

The response to our survey has been incredible, we appreciate the time taken by all 714 respondents who shared their experiences with us.

We are sharing that feedback with commissioners and providers via a suite of reports to provide robust information upon which to build future service responses. The other summary reports focus on certain areas or individuals experiences during the pandemic. These are titled;

- Keeping yourself well
- Mental health and wellbeing
- Shielded vs general population

Comments received from survey respondents on specific services will also be shared with service providers and commissioners where appropriate.

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## Introduction

### What is Healthwatch Sunderland?

Healthwatch Sunderland is the independent local champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

By speaking to Sunderland residents we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve Sunderland residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



*We champion what matters to you and  
work with others  
to find ideas that work.*

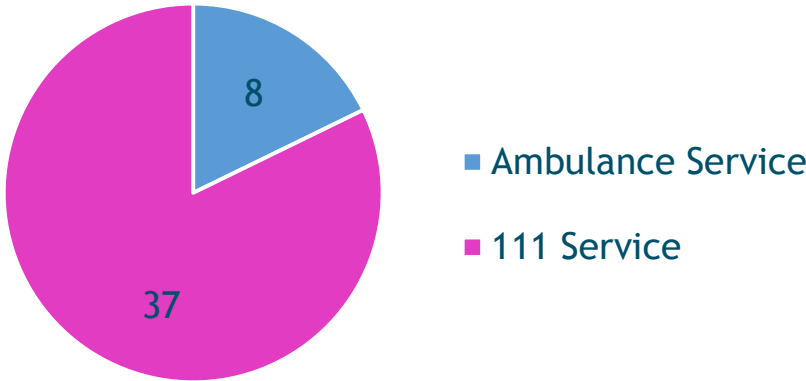
*We are independent and committed to  
making the  
biggest difference to you.*



## Findings

### Services used

45 survey respondents reported that they had used a service managed by the North East Ambulance Service. The breakdown of how many individuals had used which service is given below:



### Ambulance service user feedback



8 respondents who completed the survey had used the ambulance service during the pandemic. Respondents were asked how they would rate this service, all of the comments received are given below with three individuals commenting on how reassuring the paramedics were:

**100%**  
Of respondents rated the ambulance service either as excellent or good

- “Paramedics very reassuring.”
- “Considering the strain on our NHS, my family members have all received prompt and professional treatment and responses to 999 call.”
- “Arrived very quickly following a 999 call.”
- “Paramedics were very calm and reassuring.”
- “Paramedics very calm and reassuring.”

**Demographics**

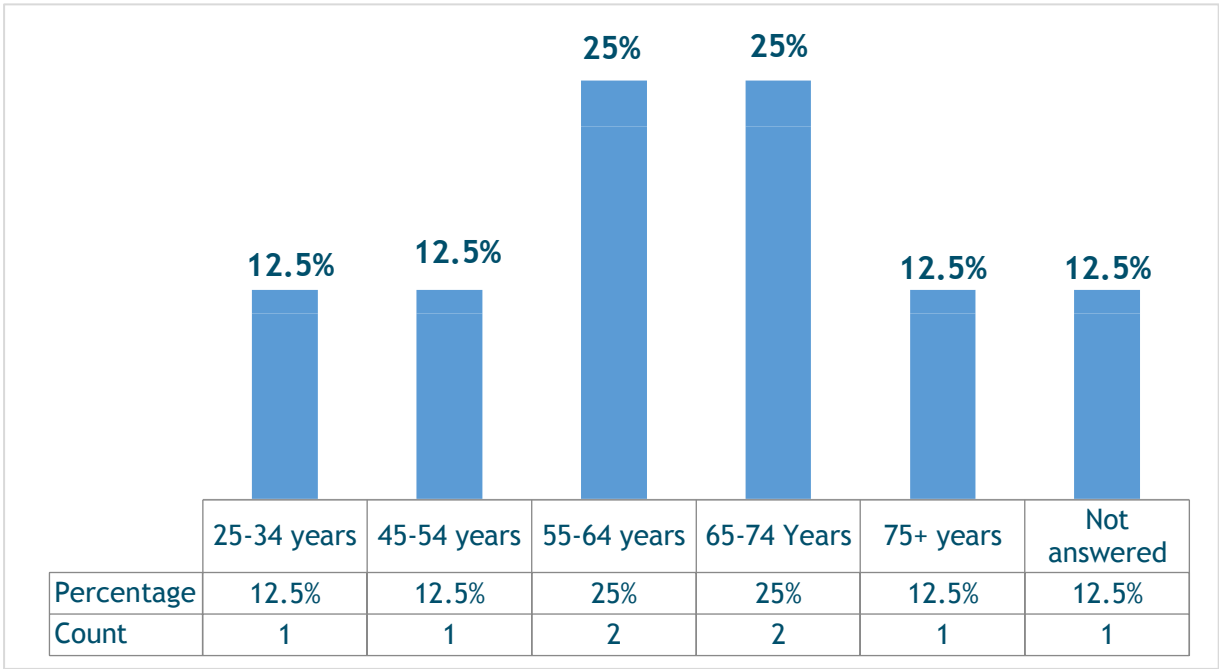
The demographic breakdown of those who had used the ambulance service is given below:

**Gender**



Females - 5  
Males - 2  
Question skipped- 1

**Age ranges**



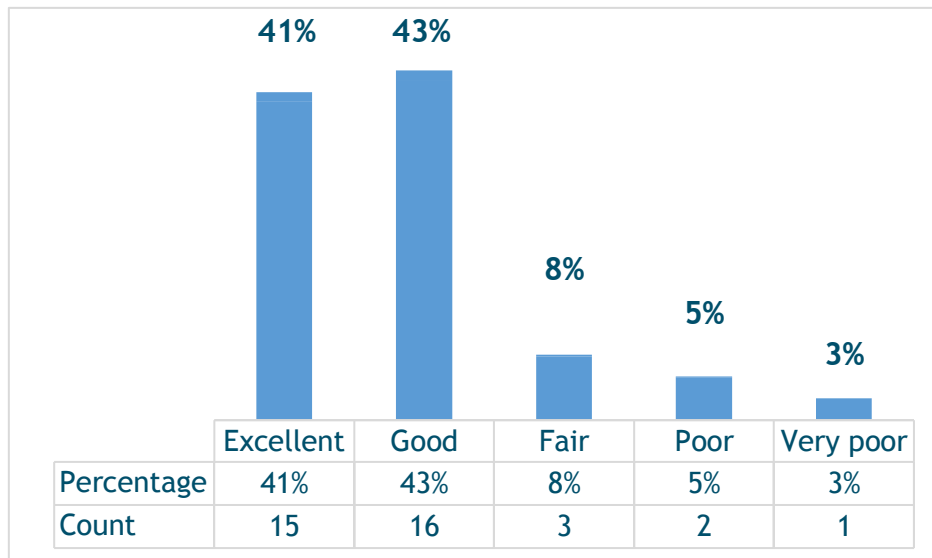
**Ethnicity**

All but one respondent (who skipped this question) stated they are white: British/English/ Northern Irish/Scottish/Welsh.



## 111 service user feedback

37 respondents who completed the survey had used the 111 service during the pandemic. When respondents were asked how they would rate this service 84% (31) of individuals rated it as excellent or good. A further 16% (6) rated the service as fair to very poor.



Some of the comments received on the 111 service are given below and highlights a mixed rating of the service from those who had used it.

“I felt there was little support from 111.”

“All negative aspects of my experiences were down to volume of service use. It took a long time to get the attention needed on 111.”

“111 were very good and efficient, sent an ambulance in 10 minutes. Paramedics were very calm and reassuring. Hospital doctors and nurses very thorough and caring.”

“111 very helpful with assistance.”

“111 were utterly useless. My GP had told me to ring but the guy on the phone actually said I can’t give you any answers because I’m not a trained professional! He also didn’t listen to specifics and just followed his script instead of using his intuition.”

“111 - had to call again due to the length of time waiting for a return call. When 1st responder did arrive she was excellent.”

“They were very well-managed and friendly staff despite being under significant pressure.”

**Demographics**

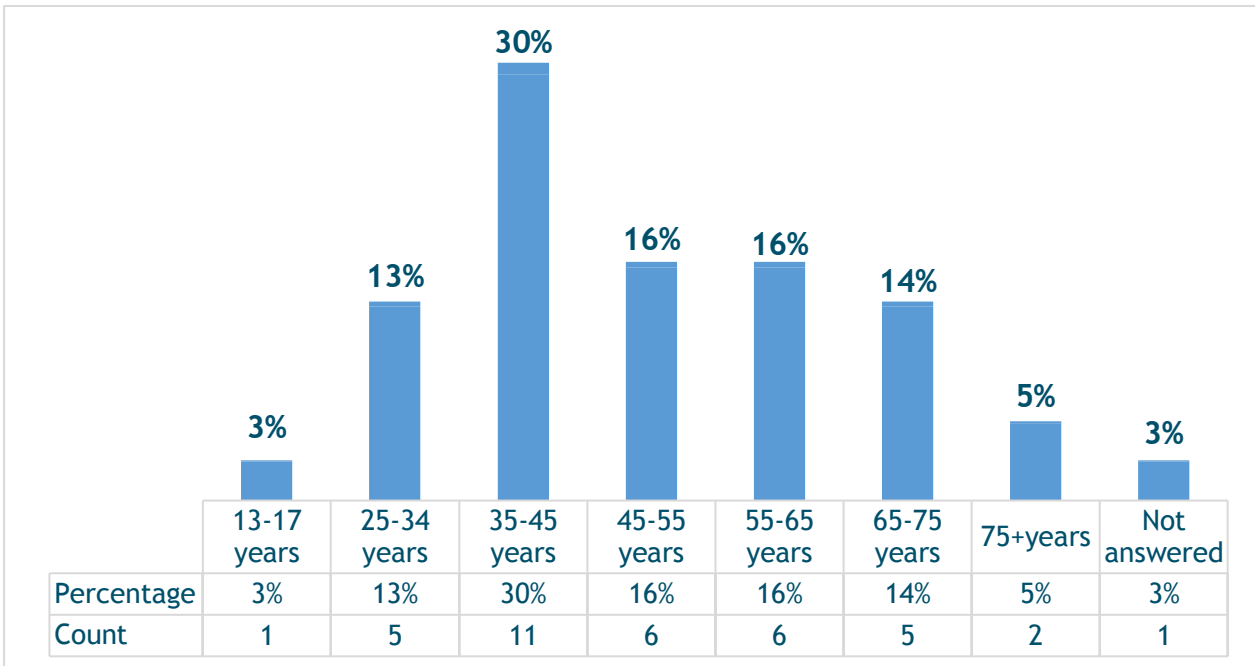
The demographic breakdown of those who had used the 111 service is given below:

**Gender**



Females - 31  
Males - 6

**Age ranges**



**Ethnicity**

All but one respondent (who skipped this question) stated they are white: British/English/ Northern Irish/Scottish/Welsh.

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