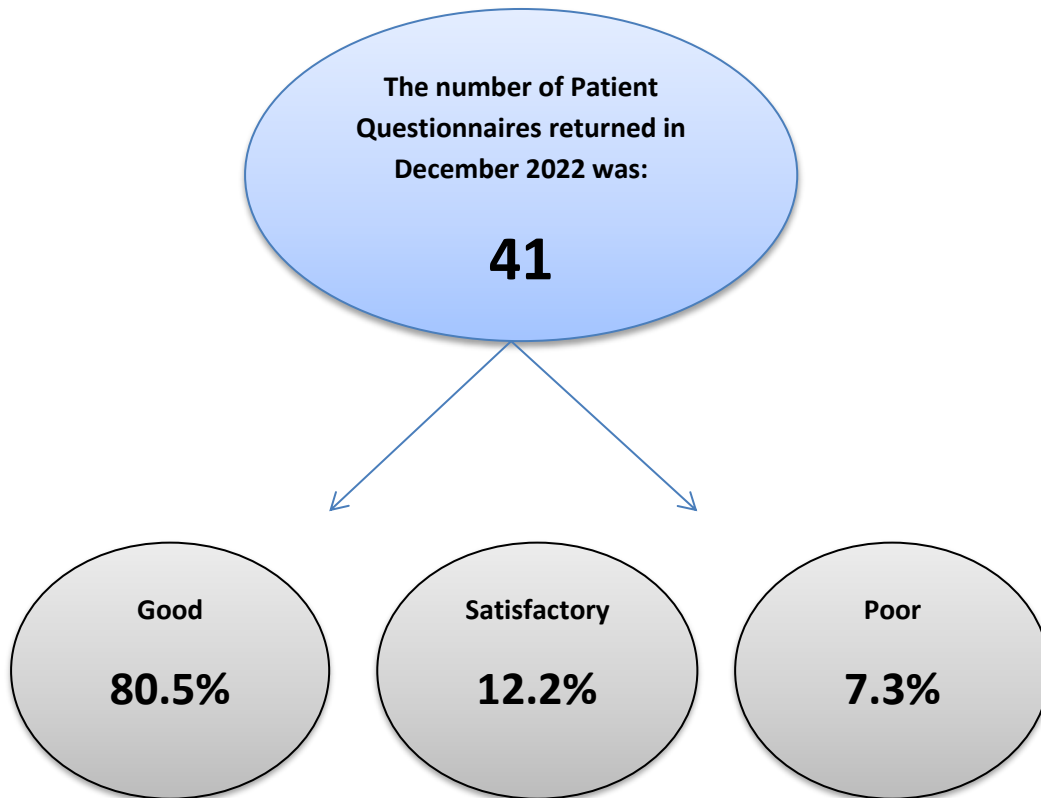


PATIENT FEEDBACK
DECEMBER 2022
PATIENT QUESTIONNAIRES



Percentage that have responded yes or no to Question 1-3 as below :	Yes	No
Did you feel that the NEMS clinician treated you with dignity and respect?	98%	2%
Did you feel confident in the NEMS clinician's ability to deal with your concern(s)?	91%	9%
Were you satisfied with the outcome of the consultation?	83%	17%

Compliment/Comment Summary

As a person who had recently been discharged from hospital following major surgery, I felt the clinician was empathetic and knowledgeable in terms of the levels of pain I was describing and what she prescribed was very effective. It was a relief to not have to explain at length or justify what I needed.

Took over 24 hours for them to get back in touch, however the lady was very professional and lovely. I had resolved my issue by going to boots pharmacy and getting a prescription on the same day.

Called 4am ish and my own doctor called at 8.30 and I'd waited up. Would have helped if I'd known this was what happening otherwise 100%.

Once the Out of Hours doctor turned up he made the required decision quiet quickly and once the ambulance turned up the NEXT DAY things moved at a pace my wife was taken and admitted to the QMC on Sunday afternoon. Thanks for your concern.

She was very confident and able to prescribe antibiotics needed.

Each person who spoke to me explained things very clearly and was patient and understanding when I had coughing fits.

Overall, the whole staff was welcoming and co-operative.

Excellent, supportive and knowledgeable. Very happy with clinician. Would add that waiting times to get through were terrible on 111 telephone line.

Everyone was calm and polite over the phone. Reassured me in everything I needed to look out for.

Because I couldn't get to see a doctor.

Everyone was polite, understood my needs and the issue was resolved. Thank you for the amazing work you do.

We had tried without success to contact the district nurses for help and doctor got them out to us within an hour of talking to us and relieved my husbands pain within an hour.

The advice I was given was helpful and direct and the lady I spoke to was caring and quick.

I had what I think was a cold but turned out to be flu some cold medicine don't work so I needed some antibiotics. Thank for your service.

Being ill Christmas eve and Christmas day I knew it wouldn't be easy to get assistance. All the staff I spoke to were lovely and sympathetic. The doctor who prescribed the medicine was fabulous - special shout out to him. Thank you for having a service 365 days a year - I really needed you. It was nice to receive a 'holding call' so I knew I was in the system.

The clinician (Doctor) took the time to research and understand my condition and concerns - and act accordingly. His information was clear and concise - Thank you.

Despite the 8 hour wait for a callback the GP was very helpful with prescribing antibiotics for my daughter. I did, however, see my own GP the day before who could have prescribed them but didn't.

Problem resolved with relative ease. Slight problem with prescription getting to pharmacy but that was dealt with

Person I spoke to gave all the help I required and was very carering, thank you.

Because I feel very strongly that all feedback is essential in maintaining quality service.

Very attentive and caring. Easy to talk to and they listened

Cos she knew whot she wos on about

The response was prompt and the results satisfied our request.

The service given was 1st class.

As an inpatient in the Mansfield Community Hospital, I found it very bizare, extremely distressing and confusing that as a patient had to speak to 111, as I was in hospital and had been for 2 weeks, as a patient with numerouse, medical condition, of which are very complex, expesiall being immunosupresant. I, my nurse specialist and GP said I should not even have been sent there in the 1st place.

Was dealt with extremely well cannot fault (sorry)!!

We received two calls within 24 hours/or 12 hours to be exact after the case was reported. Thanks! However we couldn't get to answer the call due to our problem. We didn't ring back 111 because the child got better. No consultation was made with OOH teams on that night.

No problems with the call handlers and clinicians. Very polite and helpful. Just a shame it took 12hrs to speak to them after calling 111. I appreciate the NHS is stretched to the limit, but I suspect many people would give up waiting and attend ED inappropriately.

Waited too long for a return call. Had to wait too long to be able to get prescription. Didn't take into account child is autistic, struggled with video call with a stranger.

UTI diagnosed, antibiotics prescribed but due to the christmas holiday only Boots at Kirkby in Ashfield open. I do not have transport. I arranged for the prescription to be collected by a relative (5 mile drive), antibiotics not available and unable to order. After ringing various pharmacies over the next 2 days (antibiotics not available at any) I had to contact the patients GP on 28th December.

Had to wait 7 hours before NEMS Team called back and was not confident that they gave me the assurance I needed about my condition. Was told to go and seek advice from pharmacist.

Understand the 111 service is busy but the call back occurred over 12 hours after me making my 3rd call, the doctors then told me she couldn't do anything anyway as all the chemists were not shut and I would have to visit my own GP in the morning - complete waste of time!

The initial person I spoke to was helpful and polite. However I was told I was going to be contacted within an hour at 2am but was not contacted till around 8am. I was asleep at this time so missed the call.

We was waiting to be seen 6 hours and to expect small child to sit there this long without even being seen by Dr. My daughter had very high temperature for 5 days 39.9 almost 40c! And to be told after 6 hours there is another 2 hours to wait is unacceptable. I wish I had money to go private and get adequate treatment on time so it doesn't lead to complications. I couldn't even go and get some snacks/food for my child as I was worried I will miss my call. I actually dread to go A&E, wish I don't have to in the future.

The most common theme this month is: Good service/good consultation/good staff

Patient Feedback Cards

The staff were very helpful and courtius to our needs.

(HCA) is fantastic to work with, compassionate and always professional. I appreciated her help with two very difficult patients - a v sick baby and a case involving police. Well done.

I came here today with my daughter she is 3 years old with fever and stomach pain. Everything was fine except Dr's attitude towards to us. Baby was crying and she was behaved bit rude to my child and also to me. I am not happy with this kind of behaviours from a qualified professional. Sorry to tell you this but i felt the wary today by her to my daughter. While examining my daughter she was like not at all gentle and I requested her to please be gentle to the child. Because child is came with fever and pain and she is bit scared of hospital atmosphere and syringes. I thought the doctor an understand it. I am not complaining but felt sad today. Totally upset with her attitude.