

National Ambulance Survey Questionnaire 2013/14

Please may I speak to [CONTACT NAME?]

Good morning/afternoon/evening, my name is ... calling from TNS BMRB, an independent social research company. We are conducting an important national study for the Care Quality Commission (CQC), the independent regulator of NHS services and would like to find out your views on the telephone advice you received after calling 999 recently. Information collected from this survey will help guide improvement work within the ambulance service.

Please be assured that any information you provide will be kept confidential and you can stop the interview at any time. Regardless of whether or not you participate your current or future NHS care will not be affected in any way.

The interview should take no more than 10 minutes. Your help would be much appreciated, can we go ahead now?

IF NECESSARY: We were passed your name and telephone number by the ambulance service you spoke with. They have not provided us with any information about the reason you called '999' or about the incident itself.

LIST OF OUTCOMES

1. Proceed with interview
2. No answer/Answering machine
3. Engaged
4. General call back
5. Appointment
6. Unavailable during fieldwork
7. Respondent incapable of interview
8. Hard refusal (specify)
9. Deferral (may complete at a later date) (specify)
10. Proxy refusal (specify)

Deadwood

- 11. Business number
- 12. Computer/fax number
- 13. Moved
- 14. Died
- 15. Duplicate number
- 16. Number unobtainable
- 17. Unknown at number

Ineligible

- 18. Respondent aged under 18 (coded automatically from screening question and available to interviewers)
- 19. Respondent claims to have never called 999
- 20. Respondent claims not to have received telephone advice (coded automatically from screening question and available to interviewers)
- 21. Respondent called about a pregnancy related condition, severe mental health condition or social/domestic dispute.(specify – requires approval)

QC18 IF PROCEED WITH INTERVIEW

Thank you for agreeing to take part, can I just confirm that you are at least 18 years old before continuing?

IF YES CODE 1

- 1. Aged 18 or over
- 2. Under 18 years old[CONFIRM WITH RESPONDENT BEFORE CODING]
- 3. Refused

IF UNDER 18/REFUSED

Thank you, but on this occasion as (you are under 18/we cannot confirm you are aged 18 or older) we are not able to proceed with the interview. Many thanks for your time [Close call]

QREMEM IF AGED OVER 18

Can I also just confirm that you received telephone advice from an ambulance service after phoning 999 recently?

IF NECESSARY: By advice we mean that someone from the ambulance service provided medical advice to you over the telephone rather than sending an ambulance, either as a separate call back or part of the original call you made to 999.

IF NECESSARY: The call was most likely made in December

1. Yes remember receiving advice
2. No
3. Don't know

IF No or Don't know

Thank you, but on this occasion we are not able to proceed with the interview as we are interested in talking about the experience of receiving advice from an ambulance service following a 999 call. Thank you for your time. [Close call]

INTRO TO CALLING '999'

Normally when you call 999 the person who answers the call will ask you which emergency service you require and then put you through to that service. Thinking about the last time you called '999' for medical help and received telephone advice only...

Dispatch

Did an operator ask which emergency service you required?

- Yes
- No
- Don't Know

Once you are put through, everyone you speak to afterwards is from the ambulance service...

NumberAmb

How many people in total did you speak to at the ambulance service? Remember, this does not include the operator who put your call through to the ambulance service.

READ OUT

- 1
- 2 or
- More than 2
- SPONTANEOUS ONLY: Not sure/ can't remember

REASONS FOR CALLING '999'

Patient_TP

Did you call '999' for yourself?

IF NO Did you call on behalf of another adult aged 18 or over, or someone under 18?

- Yes
- No, I called on behalf of another adult aged 18 or over
- No, I called on behalf of someone under the age of 18

Advise [ASK ALL]

Who advised you to call '999'?

READ OUT

- My local doctor's surgery
- An out of hours GP service
- NHS Direct/ NHS 111
- A walk in centre
- A hospital or hospital department
- Another health professional or service
- No one advised you

SvceTime {ASK IF NOT QADVISE=No one advised you}

How long before you called '999' did you contact [NAME OF SERVICE CONTACTED]?

READ OUT

IF UNSURE ASK FOR BEST ESTIMATE

- 0 -15 minutes
- More than 15 minutes up to an hour
- More than 1 hour but no more than 4 hours
- More than 4 hours but no more than 24 hours
- Between 1 day and 1 week
- More than 1 week

FIRST PERSON

We'd like to find out about your experience with each person you spoke with, after your call was put through to the ambulance service.

IF AMPDS

The first person you speak with usually takes information from you and asks questions about what is wrong. The second person usually provides you with medical advice.

IF PATHWAYS:

The first person you speak with usually takes information from you and asks questions about what is wrong. They will also provide you with advice and tell you what you need to do next. In some cases, you may speak to a second person who gives the medical advice instead.

IF NumberAmb = 1, 2 or more than 2 THEN ASK

NoPersCheck

At the start of the survey, you said you spoke to [1/2/more than 2 person/people] not including the operator who put you through to the ambulance service. Is that correct?

- Yes
- No
-
- If no asks NumberAmbs again

FOR AMPDS ONLY: INTERVIEWER: If you remember speaking to a second person at any point please let me know.

FOR ALL: I am now going to ask you some questions about the [IF MORE THAN ONE PERSON: first] person you spoke to at the ambulance service.....

ListenCT

Did they listen to what you had to say?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Don't know

FearsCT

Did you have the opportunity to discuss any fears or anxieties with the [first] person you spoke with?

READ OUT

- Yes and I did this
- I could have done but didn't want to
- No
- I did not have fears or anxieties
- Don't know

ReassureCT

Was the [first] person you spoke with reassuring?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY not sure/ can't remember

ConfCT

Did you have confidence in the [first] person you spoke with?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Don't know

DignityCT

Were you treated with dignity and respect by the [first] person you spoke with?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Don't know

ApprQnsCT

In your opinion do you think the [first] person asked an appropriate number of questions?

READ OUT

- Yes
- No, there were too many
- No, there were not enough
- SPONTANEOUS ONLY or are you not sure/can't remember

QnRelevant

Did you feel that the questions the [first] person asked were relevant to your situation?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure/can't remember

UnderstandingCT

Did you feel that the [first] person you spoke to understood what you were telling them?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure/can't remember

{IF NumberAmb= 2+ THEN ASK}

InfoGivenCT

Did the first person tell you what to do if the situation changed?

READ OUT

- Yes
- No
- SPONTANEOUS ONLY or are you not sure/can't remember

{IF InfoGivenCT= Yes THEN ASK}

InfoFollowCT

Were you able to understand the instructions given?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- or were you not given any instructions
- SPONTANEOUS ONLY Not sure/ can't remember

{IF NumberAmb = 2 or more than 2} ASK QUESTIONS ABOUT SECOND PERSON

SECOND PERSON

IF Number Amb = 2: Thank you. I'd now like to ask you a few questions on your experience with the second person you spoke with.

IF NumberAmb = more than 2: Thank you. I'd now like to ask you a few questions about the person at the ambulance service who provided you with medical advice. We will refer to this individual as the second person you spoke to.

FOR AMPDS:

The second person at the ambulance service normally provides you with medical advice. You may have received a separate call back from them or in some cases you are put through to them directly.

FOR PATHWAYS:

The second person at the ambulance service can provide you with medical advice. You will have probably received a call back from this person.

CallBackTA

Thinking about the second person you spoke to, did they

READ OUT

- call back after the original call or
- were you put through to them during your initial call?
- Don't know

IF CallbackTA= call back after original call THEN ASK}

Thinking about the call back specifically.....

- No

AwareCallBackTA

Were you told you would receive a call back?

DO NOT READ OUT INTERVIEW IF NO PROBE

- Yes, you were told
- No, you were not told and I would have liked to have know
- No, you were not told and you did not mind
- SPONTANEOUS ONLY or are you not sure/can't remember

IF AwareCallBackTA= Yes, I was told THEN ASK}

WaitCallBackTA

Were you told what to do while you waited for the call back?

DO NOT READ OUT INTERVIEWER PROBE IF NO

- Yes, you were told
- No, you were not told and I would have liked to have know
- No, you were not told and you did not mind
- SPONTANEOUS ONLY or are you not sure / can't remember

IF AwareCallBackTA= Yes, I was told THEN ASK}

ExplainTimeCallBack

Were you told when you would be called back?

DO NOT READ OUT INTERVIEWER PROBE IF NO

- Yes, I was told
- No, I was not told and I would have liked to know
- No, I was not told and I did not mind
- SPONTANEOUS ONLY or are you not sure / can't remember

-

IF CallbackTA= call back after original call THEN ASK}

TimeCallbackTA

After you finished your initial 999 call, approximately how long did you have to wait before you received a call back from the second person?

READ OUT

- 0-20 minutes
- 21-60 minutes
- More than an hour up to 2 hours
- More than 2 hours up to four hours
- Or more than 4 hours

IF CallbackTA= Yes THEN ASK}

FeelCallbackTA

Which of the following best describes how you feel about the length of time you waited before someone called you back?

READ OUT

- It was sooner than I expected
- It was as soon as I thought was necessary
- It should have been a bit sooner or
- It should have been a lot sooner
- SPONTANEOUS ONLY or are you not sure/can't remember

ExplainTA

Did the ambulance service explain why an ambulance would not be sent on this occasion?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Not applicable
- SPONTANEOUS ONLY or are you not sure / can't remember

AgreeTA

Did you agree with the decision not to send an ambulance?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Don't know

KnowledgeTA

Did you need to repeat your reason for calling '999' to the second person you spoke to?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure / can't remember

{If KnowledgeTA = Yes, completely or Yes, to some extent, THEN ASK}

MindRepeatTA

Did you mind having to repeat yourself?

READ OUT

- Yes, completely
- Yes, to some extent
- No

ListenTA

Did the second person you spoke to at the ambulance service listen to what you had to say?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure / can't remember

FearsTA

Did you have the opportunity to discuss any fears or anxieties with the second person you spoke with?

READ OUT

- Yes and I did this
- I could have done but didn't want to
- No
- Or did you not have any anxieties or fears
- Don't know

ReassureTA

Was the second person you spoke with reassuring?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure / can't remember

ConfTA

Did you have confidence in the second person you spoke with?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure / can't remember

DignityTA

Were you treated with dignity and respect by the second person you spoke with?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure / can't remember

OUTCOME OF CALL

Thank you. I'd now like to ask you a few questions about what happened at the end of your conversations with the ambulance service.

Outcome

What happened at the end of your call with the ambulance service? (MULTIPLE RESPONSE SET: SELECT MORE THAN ONE OPTION)

READ OUT

1. An ambulance crew or paramedic came
2. The ambulance service arranged an appointment with another health professional
3. You were advised to see another health professional/ organisation
4. You were given advice on how to care for yourself/ the person you were calling for
5. You were reassured the concern was not life threatening
6. Other

{IF OUTCOME= The ambulance service arranged an appointment with another health professional OR I was advised to see another health professional/ organisation OR I was given advice on how to care for myself/ the person I was calling for OR I was reassured the concern was not life threatening OR Other OR DK THEN ASK understandAdvice and AgreeAdvice}

UnderstandAdvice

Did you understand the advice given at the end of your call with the ambulance service?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure/can't remember

AgreeAdvice

Did you agree with the advice given?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you Not sure / can't remember

{If AgreeAdvice = Yes, completely....No THEN ASK}

ExplainAdv

Did the ambulance service explain the reason for this advice?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Or did you want or need an explanation

{If AgreeAdvice= Yes, completely.....No THEN ASK}

FollowAdvice

Was it possible to follow the advice given?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- The advice was for the patient to follow [to appear only if Patient_TP NE yes]
- It was possible to follow the advice but I chose not to
- SPONTANEOUS ONLY or are you not sure/can't remember

{IF FollowAdvice= Yes, to some extent OR No THEN ASK}

WhyNotFollow

Why was it not possible to follow the advice [completely]?

PROBE: What else?

{IF Outcome = I was given advice on how to care for myself/ the person I was calling for ONLY OR I was reassured the concern was not life threatening ONLY THEN ASK}

Contact

Was another health professional contacted within 48 hours about the same condition?

INTERVIEWER: Code yes if contact was made by someone else on behalf of the respondent.

READ OUT

- Yes
- No
- Not sure as you were not with the patient [ONLY TO APPEAR IF PATIENT_TP = 2 OR 3]
- Don't know/ Can't remember

{IF Contact = Yes}

WhoCont

Which health professional was contacted? (INTERVIEWER: Whom else?)

READ OUT

CODE ALL THAT APPLY

- Ambulance service via 999
- A GP at your local surgery
- An out of hours GP or other out of hours service
- NHS 111/ NHS Direct
- Hospital including accident & emergency services
- Community care services
- Some other health professional
- Don't know

{IF Outcome = I was advised to another health professional or the ambulance service arranged an appointment THEN ASK}

WhichRef

Which service did the ambulance service advise seeing/arrange an appointment with?

READ OUT

CODE ALL THAT APPLY

- A GP at your local doctor's surgery
- An out of hours service e.g. GP
- Hospital including accident & emergency services
- Community care services
- Another health professional
- Some other service
- Don't know

ContactRef

Did the ambulance service make contact with this service?

READ OUT

- Yes, the ambulance service did this
- No, you did this yourself
- No, you did this for the patient
- or are you not sure / can't remember

{IF Outcome = The ambulance service arranged an appointment for me with another health professional, I was advised to see another health professional/ organisation, I was given advice on how to care for myself/ the person I was calling for, I was reassured the concern was not life threatening, other or dk AND IF Number = 1 or not sure/can't remember } ASK ExplainAmb and Agree

ExplainAmb

Did the ambulance service explain why an ambulance would not be sent on this occasion?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- SPONTANEOUS ONLY or are you not sure/can't remember

Agree

Did you agree with the decision not to send an ambulance?

READ OUT

- Yes, completely
- Yes, to some extent
- No
- Don't know

ContactAS

How many times, if at all, did you re-contact the ambulance service regarding this specific condition in the seven days following your call?

READ OUT

- 0
- 1
- 2
- Or 3 or more times

{IF NumberAmb = 2 OR more than 2 AND NoPersCheck = Yes THEN ASK}

OverDignity

Overall, did you feel you were treated with respect and dignity by the ambulance service?

READ OUT

- Yes, always
- Yes, sometimes
- No

OVERALL

{ASK ALL}

If you had questions to ask ambulance staff did you have the opportunity to ask them

- Yes
- No
- I did not have any questions to ask ambulance staff

{ASK ALL}

OverKind

Overall, were you treated with kindness and understanding by the ambulance service?

READ OUT

- Yes, all of the time
- Yes, some of the time
- No
- Don't know

OverallExp

On a scale of 0 to 10 where 0 is 'I had a very poor experience' and 10 is 'I had a very good experience', how was your overall experience with the ambulance service?

Thank you. I'd just like to finish with asking a few questions about you.

ABOUT YOU

Sex

INTERVIEWER CODE SEX OF RESPONDENT

- Male
- Female

Birth

What is your year of birth?

- Do not wish to answer

LTCCond

Do you have any of the following long-standing conditions?

READ OUT

- Deafness or severe hearing impairment
- Blindness or partially sighted
- A long-standing physical condition
- A learning disability
- A mental health condition
- A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- None, you do not have a long-standing condition

{IF LTCCond <> None OR dk THEN ASK}

DiffCond

Does this condition cause you difficulty with any of the following?

READ OUT

- Everyday activities that people your age can usually do
- At work, in education or training
- Access to buildings, streets or vehicles
- Reading or writing
- People's attitudes to you because of your condition
- Communicating, mixing with others or socialising
- Any other activity
- No difficulty with any of these

END OF QUESTIONNAIRE