University of South Australia | Ehrenberg-Bass Institute for Marketing Science

Council of Ambulance Authorities
National Patient Satisfaction Survey 2015

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EXECUTIVE SUMMARY

This report details the results of the Council of Ambulance Authorities Annual National Patient Satisfaction Survey. The data was collected by the Council of Ambulance Authorities and analysed and interpreted by the Ehrenberg-Bass Institute. This research investigated the service quality and satisfaction ratings of ambulance services across Australia (states/territories based) and in New Zealand (Wellington Free Ambulance). The purpose of this research was to measure the quality of ambulance services, as perceived by its customers (patients or carers). The ratings were compared over time as this study has been running since 2002 in Australia and since 2012 for Wellington Free Ambulance in New Zealand.

Respondents were asked to evaluate their experience of using ambulance services on a number of dimensions: timeliness, telephone assistance, treatment received, paramedics' care, journey quality and the overall satisfaction using the ambulance service. The key findings are illustrated below.

Australian states/territories

Eight Australian states/territories were investigated: Australian Capital Territory (n=397), New South Wales (n=425), Northern Territory (n=182), Queensland (n=447), South Australia (n=467), Tasmania (n=513), Western Australia (n=372) and Victoria (n=598).

Overall, the majority of patients were *satisfied or very satisfied* with all service dimensions investigated, with only minor statistically significant variations between years and states/territories. Below is a summary of the key changes in scores from 2014 to 2015.

- The general trend for all service dimensions was an increase in states/territories homogeneity when results for different emergency services became indistinguishable - all states and territories performed equally well.
- New South Wales: there were advancements across all service dimensions comparing to the previous year, however they could be a result of a substantial shift in the respondents' demographic profiles (more older patients).
- Tasmania: excellent performance in all service dimensions except one - there was a statistically significant decrease in *Ambulance response time* satisfaction.

Australia overall

There were a total of 3,402 respondents in Australia in 2015. The overall Australian results were weighted to match the total road and air patient population in 2013/2014 of each state/territory. Figures for patient population for Northern Territory were not known at the moments of the report preparation, so population size was estimated based on the previous year's patient population for Northern Territories and 58% average increase in population over all other states/territories.

Table 1 shows Australia's results across all the service dimensions measured. The results are presented as the proportion of customers who, in 2015, were: *very dissatisfied or dissatisfied* (column 2), *neither satisfied nor dissatisfied* (column 3), and *satisfied or very satisfied* (column 4). The table shows a comparison with the proportion of *satisfied or very satisfied* customers in 2014 (column 5) and indicates over time statistically significant changes (at p<0.05) (column 6). This five-point scale is the preferred method of data collection by the Council of Ambulance Authorities.

Table 1: Service dimensions – Australia

Service dimensions	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
Call response time (I)	1	1	98	98	⇔
Communication staff assistance (I)	1	1	98	98	⇔
Overall satisfaction (I)	1	1	98	98	⇔
Paramedics' care (I)	1	1	98	98	⇔
Treatment satisfaction (I)	1	1	98	98	⇔
Ambulance paramedics (II)	1	3	96#	96	⇔
Ambulance response time (III)	2	3	95##	95	⇔
Trip/ride satisfaction (III)	2	4	94##	94	⇔

Service dimensions are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then service dimensions are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate service dimensions that differ from others, based on the proportion of satisfied or very satisfied customers in 2015 (statistically significant p<0.05).

(I), (II), (III), etc - These signs indicate the rank each service dimension achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - These signs indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

In general, the overall satisfaction scores across Australia were high and consistent over time. The *Overall satisfaction* score was 98%, which was similar to previous years. There were no statistically significant changes for *satisfied or very satisfied* scores between 2014 and 2015 across all service dimensions.

Similar to scores in previous years, *Ambulance paramedics'* satisfaction score was 96%, which is lower than most other service dimensions. *Ambulance response time* and *Trip/ride satisfaction* scored the lowest (94% and 93%, respectively). These differences are statistically significant at the 5% significance level.

New Zealand – Wellington Free Ambulance

In 2015 there were 426 respondents for Wellington Free Ambulance in New Zealand. Results across all service dimensions measured are shown in Table 2. Comparisons were made between Wellington Free Ambulance scores for 2014 (column 6) and with the scores for Australia in 2015 (column 7).

Table 2: Service dimensions – New Zealand (Wellington Free Ambulance)

Service dimensions	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015	Compared to Australia
			2015 %	2014 %		
Treatment satisfaction (I)	0	2	98	98	⇔	⇔
Paramedics care (I)	1	1	98	98	⇔	⇔
Ambulance paramedics (I)	1	2	97	97	⇔	⇔
Communication staff assistance (I)	1	2	97	97	⇔	⇔
Overall satisfaction (I)	1	2	97	98	⇔	⇔
Trip/ride satisfaction (I)	1	3	96	95	⇔	⇔
Call response time (I)	2	2	96	98	⇔	⇩
Ambulance response time (II)	4	4	92#	92	⇔	⇩

Service dimensions are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then service dimensions are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate service dimensions that differ from others, based on the proportion of satisfied or very satisfied customers in 2015 (statistically significant p<0.05).

(I), (II), (III), etc - These signs indicate the rank each service dimension achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ ***- These signs indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).***

Satisfaction scores for Wellington Free Ambulance in New Zealand were high and mostly consistent over time. There were no statistically significant changes for *satisfied or very satisfied* scores between 2014 and 2015. Similar to scores in previous years, *Ambulance response time* scored the lowest compared to all other service dimensions, at 92%.

Most scores for Wellington Free Ambulance in New Zealand were similar to the results achieved in Australia in 2015. The only exceptions were *Call response time* (96%) and *Ambulance response time* (92%), which were statistically significant lower than the result achieved in Australia in 2015 - 98% and 95% respectively.

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RESEARCH OBJECTIVES & METHODOLOGY

The key purpose of the Patient Satisfaction Survey was to track perceived service quality and satisfaction across patient segments in Australian states and territories. Previous studies, conducted annually in Australia since 2002, provided benchmarks for comparison with the 2015 results.

The sample

In 2015, eight Australian states/territories based patient segments were investigated and the overall result for Australia was incorporated. Therefore, the nine segments were:

1. Australian Capital Territory
2. New South Wales
3. Northern Territory
4. Queensland
5. South Australia
6. Tasmania
7. Western Australia
8. Victoria
9. Australia overall
10. New Zealand – Wellington Free Ambulance

The data was collected by each ambulance service, using the same core questionnaire. Each state/territory was responsible for the mailing, collection and data entry of its patient survey. The individual service providers sent the data to the Council of Ambulance Authorities. The results were combined and reported by the Ehrenberg-Bass Institute. The Institute, as an independent research body, analysed the data and drew this report, including statistically significant differences between patient segments as well as comparisons with previous year's results.

A randomly selected sample of 1300 (Code 1 & 2) patients who were transported within two months of the sampling date was used in this study. Code 1 relates to an emergency event requiring one or more immediate ambulance responses under light and sirens where the incident is potentially life threatening. Code 2 relates to urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirably within thirty minutes.

Wellington Free Ambulance surveys were collected through weekly surveys.

The instrument

The Council of Ambulance Authorities, in consultation with the Ehrenberg-Bass Institute, developed a universal service quality and satisfaction measurement instrument.

Across all patient segments, three service and five satisfaction ratings were obtained, as well as four patient demographic profile questions. All service quality rating questions used a five-point Likert scale, where a higher number indicates better-perceived performance. A full version of the questionnaire is included in the Appendix section.

The questionnaire for Wellington Free Ambulance did not include questions related to the gender and age of patients.

Approach to analysis

The data was collected, entered and cleaned by each patient segment and then pooled and converted to SPSS, software used for analysis by the Ehrenberg-Bass Institute. For each patient segment, descriptive statistics were used to uncover the proportion of people who were *very dissatisfied or dissatisfied*, *neither satisfied nor dissatisfied*, and *satisfied or very satisfied* for the various satisfaction and service quality attributes. *Unsure* and *not applicable* responses were not included in the analysis due to the very low incidence and low managerial implications from them.

To better represent the total road and air patient population in 2013/2014 of each state/territory, the analysis included weighting for the Australian result overall. In order to do so, the results of some states/territories were weighted up and others weighted down to match the population in the analysed period. This was the same process employed in previous reports. The following example explains the process:

> *The 2013/2014 road and air population for New South Wales was 822,048. This corresponded to 29% of the total road and air population in Australia.*
> *In 2015, there were 425 respondents in the sample from New South Wales. This accounted for 12% of the total sample in Australia.*
> *Therefore, to match up the sample with the population, New South Wales was weighted up in the combined Australian result. In doing that the results are based on the population figure instead of the sample size.*

In all tables, state/territory ambulance services were listed in a descending order according to the proportion of patients who said that they were *satisfied or very satisfied* with a certain element or service. In some cases differences in scores between states/territories were not statistically significant (i.e. arose from random sampling fluctuations), which means that, regardless of the order, all states/territories can be considered equal in performance.

Figures for patient population for Northern Territory were not known at the time of the report preparation, so population size was estimated based on the previous year patient population for Northern Territory (27,618) and 58% average increase in population over all other states/territories. Therefore, the air and road population for Northern Territory for 2013/2014 had been assumed as

43,820 and resulted in the weight 0.29, which is very close to weights used for Northern Territory in 2013 and 2014 - 0.27 and 0.36 respectively.

Additional analysis was conducted to test whether variations between states/territories were statistically significant (at 5% significance level, that is p-value<0.05). Where there were differences, the score was marked with the sign #. In front of each state/territory there is a rank that the ambulance service achieved according to its performance in 2014. Emergency service with rank (II) indicates a lower satisfaction rating than at least some services in (I), (III) is lower than (II) and so on.

Comparison to 2014 results was provided for all patient segments based on the percentage of respondents who were *satisfied or very satisfied* with each service dimension. The last column in each table indicates changes over time (statistically significant at p<0.05). The symbol ↔ shows a stable result, ↑ shows an increase and ↓ shows a decrease. In some cases while no statistically significant differences were observed on state/territory level (due to restricted sample sizes), the overall score produced statistically significant differences, as the aggregated sample had higher statistical power.

Also, differences in performance may be attributable to demographic biases rather than real differences between two equivalent populations. For example, compared to other states/territories, New South Wales in 2015 had a much greater proportion of older patients and respondents who had been transported multiple times than in 2014. These groups tend to provide higher evaluations. This could provide a partial explanation for the large improvements in performance of the state for most service dimensions. These differences were reported in the *Respondents' profile* section as well as throughout the report.

Response rate

The overall 2013/2014 road and air patient population for the different patient segments was:

New South Wales= 822,048

Victoria = 688,803

Queensland = 780,688

Western Australia = 220,908

South Australia = 211,241

Tasmania = 60,908

Northern Territory = 43,820 (estimated)

Australian Capital Territory = 30,725

Total Australia = 2,859,141 (including NT)

New Zealand WFA = 28,701 (for 2013)

Table 3 shows the response rates for each ambulance service, calculated based on the number of surveys sent and received.

Table 3: Response rates

Ambulance services	Sent	Received	Response rate %
TAS	1,300	513	39%
QLD	1,300	447	34%
VIC	1,760	598	34%
NSW	1,300	425	33%
SA	1,500	467	31%
ACT	1,300	397	31%
WA	1,300	372	29%
NT	1,300	182	14%
Total Australia	**11,060**	**3,401**	**31%**
New Zealand WFA	**1,900**	**426**	**22%**

States/territories are listed in descending order according to the response rate.

In 2015, the response rate achieved in Australia was 31%, which was the same as in 2014. Similar to the previous year the Northern Territory had the lowest response rate among all states/territories at 14% (11% in 2014). Such a low response rate meant the Northern Territory results had a higher error margin, meaning some of the seemingly substantial differences were statistically insignificant, unless indicated otherwise. This was consistent with the results from previous surveys. A low response rate leads to the likelihood of non-response bias in their results and less accuracy when comparing with the other states/territories and over different time periods.

In New Zealand, the response rate for Wellington Free Ambulance was 22%, which was much lower than in 2014 when it achieved 55% and more in line with the response rate in 2013 - 27%.

FINDINGS

Call response time

Table 4 shows the respondents' satisfaction with the time taken to answer their emergency call.

Table 4: Call response time satisfaction ratings (Q2)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
ACT (I)	0	1	99	98	⇔
QLD (I)	0	1	99	99	⇔
TAS (I)	1	0	99	98	⇔
SA (I)	1	1	98	99	⇔
WA (I)	1	1	98	99	⇔
NT (I)	1	2	97	98	⇔
VIC (I)	1	2	97	97	⇔
NSW (II)	1	2	97#	97	⇔
Australia	**1**	**1**	**98**	**98**	**⇔**
New Zealand WFA	**2**	**2**	**96**	**98**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

Results for all Australian states/territories were consistent with 2014. There were no statistically significant changes between 2014 and 2015.

The majority of states/territories performed equally well for *Call response time*. The only minor exception was New South Wales, which achieved statistically significant lower result than the leader of the list - the Australian Capital Territory ambulance service. Besides ACT, there were no statistically significant differences between New South Wales and other states.

In total, 98% of the respondents were *satisfied or very satisfied* with the time taken to answer their call in Australia. This was consistent with 2014. In New Zealand, 96% of the respondents were *satisfied or very satisfied* with the *Call response time* of Wellington Free Ambulance. While the change between WFA results in 2014 and 2015 was not statistically significant, it put New Zealand below Australia overall in terms of satisfaction for *Call response time*.

Communication staff assistance

Respondents were then asked about their level of satisfaction with the operator they spoke to when their emergency phone call was answered. Results are presented in Table 5.

Table 5: Communication staff assistance satisfaction ratings (Q3)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
TAS (I)	0	1	99	98	⇔
WA (I)	0	1	99	99	⇔
QLD (I)	1	0	99	99	⇔
SA (I)	0	2	98	99	⇔
ACT (I)	1	1	98	98	⇔
NSW (I)	1	2	97	97	⇔
NT (I)	2	1	97	97	⇔
VIC (II)	1	2	97#	97	⇔
Australia	**1**	**1**	**98**	**98**	**⇔**
New Zealand WFA	**1**	**2**	**97**	**97**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ ***- Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).***

Results for all states/territories were high and consistent with 2014. There were no statistically significant changes between 2014 and 2015.

The majority of states/territories performed equally well for *Communication staff assistance*. The only minor exception was Victoria, which achieved a statistically significant lower result than ambulance services leading in terms of communication staff assistance satisfaction - Tasmania, Western Australia and Queensland. At the same time, there were not statistically significant differences between Victoria and other states and territories.

Across Australia, the overall score of respondents who were *satisfied or very satisfied* with the operator they spoke to when their emergency phone call was answered was high at 98%. New Zealand Wellington Free Ambulance achieved 97% satisfaction. Both these results were consistent with 2014.

Ambulance response time

Respondents were asked to rate their satisfaction with the time the ambulance took to arrive. Results are presented in Table 6.

Table 6: Ambulance response time satisfaction ratings (Q4)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
NSW (I)	1	2	97	92	⇧
WA (I)	1	2	97	98	⇔
ACT (I)	2	2	96	95	⇔
SA (I)	2	2	96	96	⇔
NT (I)	2	3	95	93	⇔
QLD (I)	3	2	95	96	⇔
VIC (II)	4	3	93#	93	⇔
TAS (II)	3	6	91#	96	⇩
Australia	**2**	**3**	**95**	**95**	**⇔**
New Zealand WFA	**4**	**4**	**92**	**92**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

Most states/territories performed equally well for *Ambulance response time*. Only Victoria and Tasmania had satisfaction scores that were statistically significantly lower than most other states and territories (93% and 91% respectively).

For Victoria this result was consistent with previous years. However, Tasmania demonstrated a 5% decrease in satisfaction score for *Ambulance response time*, which resulted in dropping out from the list of top performing emergency services to the bottom of the list. A decrease in a proportion of satisfied and very satisfied respondents arose from an increase in the proportion *of neither satisfied or dissatisfied* respondents from 1% in 2014 to 6% in 2015. The proportion of *dissatisfied* or *very dissatisfied* respondents remained unchanged.

At the same time, New South Wales achieved 5% increase in respondents' satisfaction comparing to the previous year and moved from the bottom of the list to the very top. This change can be explained by the major change in the demographic profile of the respondents from New South Wales, which is detailed later in the report. New South Wales had almost 20% increase in the proportion of aged patients comparing to the previous year. Older patients generally provide higher scores and younger patients more critical evaluations, as evidenced from previous surveys.

Tasmania and New South Wales were the only two states that had statistically significant change in the satisfaction level, results for all other states/territories were consistent with 2014.

Despite the changes in Tasmania and New South Wales, across Australia the overall score of respondents who were *satisfied or very satisfied* with the *Ambulance response time* was stable compared to 2014 at the level of 95%. New Zealand Wellington Free Ambulance achieved 92% satisfaction, what was the same as in 2014 and statistically significant lower than Australia overall.

Paramedics' care

Respondents were asked to rate their satisfaction with the care the ambulance paramedics took when attending them. Results are presented in Table 7.

Table 7: Paramedics' care satisfaction ratings (Q5)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
SA (I)	1	0	99	99	⇔
ACT (I)	1	1	98	98	⇔
NSW (I)	1	1	98	97	⇔
QLD (I)	1	1	98	99	⇔
TAS (I)	1	1	98	99	⇔
VIC (I)	1	1	98	98	⇔
NT (I)	2	1	97	98	⇔
WA (I)	2	1	97	99	⇔
Australia	**1**	**1**	**98**	**98**	**⇔**
New Zealand WFA	**1**	**1**	**98**	**98**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

All states/territories performed equally well for *Paramedics' care*. There were no statistically significant differences between states/territories. Also, compared to 2014, there were no statistically significant changes over time.

Across Australia, the overall score of respondents who were *satisfied or very satisfied* with the care the ambulance paramedics took when attending to the patients was high at 98%, which was consistent with 2014. New Zealand Wellington Free Ambulance also achieved 98% satisfaction. This was consistent over time.

Treatment satisfaction

Respondents were asked about their satisfaction with the standard of treatment they received from the ambulance paramedics. Results are presented in Table 8.

Table 8: Treatment satisfaction ratings (Q6)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
NSW (I)	1	0	99	97	⇔
TAS (I)	1	0	99	99	⇔
ACT (I)	1	1	98	98	⇔
QLD (I)	1	1	98	99	⇔
SA (I)	1	1	98	99	⇔
VIC (I)	1	1	98	98	⇔
WA (I)	1	2	97	98	⇔
NT (I)	2	1	97	99	⇔
Australia	**1**	**1**	**98**	**98**	**⇔**
New Zealand WFA	**0**	**2**	**98**	**98**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

All states/territories performed equally well for *Treatment satisfaction*. Similar to *Paramedics' care* there were no statistically significant differences between states/territories in terms of *Treatment satisfaction*. Also, compared to 2014, there were no statistically significant changes over time for any state or territory.

It was worth noticing that while change in the proportion of satisfied or very satisfied respondents in the New South Wales emergency service between 2014 and 2015 was not statistically significant, the state moved from the very bottom to the top of the list. It was consistent with improvements for New South Wales across most metrics and could be attributed to the increased proportion of the aged respondents in the New South Wales. Older patients generally provide higher scores.

Across Australia, the overall score of respondents who were *satisfied or very satisfied* with the treatment received from the ambulance paramedics was high at 98%. New Zealand Wellington Free Ambulance also achieved 98% satisfaction. Those results were consistent over time.

Ambulance paramedics

Respondents were asked how satisfied they were with explanations given by the ambulance paramedics about what was happening to them and why. Results are presented in Table 9.

Table 9: Ambulance paramedics satisfaction ratings (Q7)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
SA (I)	1	2	97	97	⇔
TAS (I)	1	2	97	98	⇔
NSW (I)	1	3	96	95	⇔
QLD (I)	1	3	96	98	⇔
VIC (I)	2	2	96	95	⇔
WA (I)	1	4	95	96	⇔
ACT (I)	2	3	95	94	⇔
NT (II)	2	5	93#	96	⇔
Australia	**1**	**3**	**96**	**96**	**⇔**
New Zealand WFA	**1**	**2**	**97**	**97**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔***- Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).***

The majority of states/territories performed equally well for *Ambulance paramedics*. The only exception was Northern Territory, which achieved a statistically significantly lower result than South Australia. There were no statistically significant differences between Northern Territory and other ambulance services.

There were no statistically insignificant changes over time, results for all states/territories, including Northern Territory, were stable and consistent with 2014.

Across Australia, the overall score of respondents who were *satisfied or very satisfied* with the explanation given to them by the ambulance paramedics was 96%. New Zealand Wellington Free Ambulance achieved 97% satisfaction. Both these results were consistent with 2014.

Trip/ride satisfaction

Respondents were also asked about their satisfaction with the conditions of the trip when being transported by an ambulance. Results are presented in Table 10.

Table 10: Trip/ride satisfaction ratings (Q8)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
WA (I)	1	2	97	97	⇔
ACT (I)	2	2	96	94	⇔
NT (I)	1	4	95	98	⇔
SA (I)	0	6	94	92	⇔
NSW (I)	2	4	94	91	⇔
TAS (I)	2	4	94	96	⇔
QLD (II)	2	5	93#	94	⇔
VIC (II)	3	5	92#	93	⇔
Australia	**2**	**4**	**94**	**94**	**⇔**
New Zealand WFA	**1**	**3**	**96**	**95**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

The majority of states/territories performed equally well for *Trip/ride satisfaction*. There were two minor exceptions: Queensland and Victoria. These states achieved statistically significant lower results than ambulance services from the top of the list - Western Australia and Australian Capital Territory, however there were no statistically significant differences with other states/territories.

Results for all emergency services were stable from 2014 to 2015. There were no statistically significant changes in satisfactions scores over time for any state or territory.

In the past New South Wales had a decrease from 95% in 2013 to 91% in 2014. In a similar fashion South Australia had a decrease from 95% in 2013 to 92% in 2014. In 2015 these states both had 94% of satisfied or very satisfied customers. These changes from 2014 were not statistically significant, hence could not signify important improvements. However, New South Wales and South Australia returned to the top-rated group.

Across Australia, the overall score of respondents who were *satisfied or very satisfied* with the conditions of their trip while being transported in an ambulance was 94%. New Zealand Wellington Free Ambulance achieved 96% satisfaction. Both these results were consistent with 2014.

Overall satisfaction

Table 11 shows the respondents' overall satisfaction using the ambulance service.

Table 11: Overall satisfaction ratings (Q10)

Ambulance services	Dissatisfied or very dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied or very satisfied		Change 2014-2015
			2015 %	2014 %	
NSW (I)	1	0	99	96	⇔
SA (I)	1	1	98	98	⇔
TAS (I)	1	1	98	98	⇔
ACT (I)	2	0	98	98	⇔
QLD (I)	2	0	98	99	⇔
VIC (I)	1	2	97	97	⇔
NT (I)	2	1	97	97	⇔
WA (I)	2	1	97	99	⇔
Australia	**1**	**1**	**98**	**98**	**⇔**
New Zealand WFA	**1**	**2**	**97**	**98**	**⇔**

States/territories are listed in descending order according to satisfied or very satisfied customers in 2015. If there is a tie in the satisfied or very satisfied category, then states/territories are sorted by lowest proportion of dissatisfied or very dissatisfied customers and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of satisfied or very satisfied customers (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to its performance in 2015 (statistically significant at p<0.05).

⇧ ⇩ ⇔ - Indicate change in the results for satisfied or very satisfied customers from 2014 to 2015 (statistically significant at p<0.05).

All ambulance services achieved an equally high *Overall satisfaction.* There were no states/territories that achieved statistically significant higher or lower results than other ambulance services. Also, there were no statistically significant differences over time, results were stable from 2014 to 2015.

While the changes from 2014 were not statistically significant, hence could not signify any major improvements, two last year outsiders - Victoria and New South Wales - returned to the top-rated group. As a result, there were no rank II states like in 2014, all states/territories shared the same rank I.

Similar to 2013 and 2014, in 2015 the *Overall satisfaction* score for Australia remained high at 98%. New Zealand Wellington Free Ambulance achieved 97%. The difference between 2014 and 2015 was not statistically significant, however there was a particular pattern in the *Overall satisfaction* score for New Zealand Wellington Free Ambulance: 2013 - 99%, 2014 - 98%, 2015 - 97%.

Table 12 shows error margins for *Overall satisfaction*. It was calculated based on the overall patient population (total road and air) for each ambulance service at 95% confidence level. This reports the estimation errors given the sample size and proportion of *satisfied or very satisfied* respondents for each state/territory. It can be seen that differences in the *Overall satisfaction* between states and territories were within error margins, hence we had to accept that all scores were the same.

Table 12: Error margins for overall satisfaction ratings at 95% confidence level

	Error margin for 95% confidence level						
Ambulance services	**2009**	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**
ACT	1.3	1.6	1.9	1.6	1.2	1.4	1.3
NSW	1.4	1.1	1.1	1.2	1.0	1.8	1.1
NT	2.4	2.4	1.9	2.0	2.9	3.0	2.6
QLD	1.2	1.3	1.4	1.6	2.0	0.9	1.3
SA	1.0	0.9	1.0	1.4	1.0	1.2	1.3
TAS	1.1	1.1	1.0	1.1	1.0	1.0	1.3
VIC	0.9	0.9	0.9	1.0	1.3	1.6	1.4
WA	1.8	1.3	1.4	1.4	1.2	1.0	1.7
Australia	**0.5**	**0.4**	**0.4**	**0.5**	**0.5**	**0.5**	**0.5**
New Zealand WFA	**n/a**	**n/a**	**n/a**	**1.0**	**0.4**	**1.1**	**1.8**

New Zealand Wellington Free Ambulance had much lower response rate (Table 3) than in 2014. As a result, its error margin was much higher than in the previous years.

Reasonable time for emergency ambulance arrival

Respondents were asked what they expected to be a reasonable time for an ambulance to arrive in an emergency situation. This was an open-ended question, providing respondents with the opportunity to answer the exact timing in minutes. Table 13 illustrates the following indicators for point locations:

- mean (average value),
- minimum (lowest answer),
- first quartile Q1 (a point where 25% the answers are below this point and 75% above),
- median or second quartile (a mid-point where half the answers are below this point and half above),
- third quartile Q3 (a point where 75% the answers are below this point and 25% above),
- maximum (highest answer);

and indicators for degree of dispersion:

- standard deviation (an square root of an average of squared deviations from the mean),
- range (range between the lowest and the highest answers),
- interquartile range IQR (a range between first and third quartiles).

Table 13: Reasonable time (in minutes) for emergency ambulance arrival (Q9)

Ambulance services	Mean	St.Dev	Min	Q1	Median	Q3	Max	Range	IQR
NSW	15	10	2	10	13	20	90	88	10
TAS	17	9	2	10	15	20	90	88	10
WA	14	7	1	10	15	15	63	62	5
SA	13	7	3	10	10	15	60	57	5
VIC	14	7	1	10	12	15	50	49	5
QLD	14	7	0	10	12	15	45	45	5
NT	13	7	3	10	10	15	45	42	5
ACT	12	6	3	10	10	15	40	37	5
Australia	**14**	**8**	**0**	**10**	**12**	**15**	**90**	**90**	**5**
NEW ZEALAND WFA	**12**	**8**	**0**	**8**	**10**	**15**	**45**	**45**	**7**

States/territories are listed in descending order based on the range and alphabetically if there is a tie.

The average results were largely consistent with the previous surveys in terms of numbers as well as position in the table. The reasonable time for emergency ambulance arrival was, on average, 14 minutes for Australia and 12 minutes for New Zealand Wellington Free Ambulance. Medians were 12 and 10 minutes respectively - 50% of respondents expected that an ambulance should arrive in 12 minutes or less in Australia and in 10 minutes in New Zealand.

In Australia 25% of respondents accepted an arrival time up to 15 minutes (20 minutes for New South Wales and Tasmania) as a reasonable time (third quartile). The other 25% of respondents expected that arrival time should be under 10 minutes, sometimes as low as 1-3 minutes only.

New South Wales and Tasmania demonstrated the highest average values and highest level of dispersion in the reasonable times for emergency ambulance arrival (measured by standard deviation, range or IQR), while Australian Capital Territory had the lowest mean and dispersion. This could be explained by the greater proportions of rural respondents in New South Wales and Tasmania which realistically assessed their remote locations and accepted a longer time for an emergency ambulance arrival.

Table 14: Most common times expected for emergency ambulance arrival

	Australia	New Zealand WFA
5 minutes	8%	10%
10 minutes	30%	26%
15 minutes	23%	25%
20 minutes	10%	13%
30 minutes	6%	7%

Table 14 shows the most common times expected for emergency ambulance arrival for Australia and New Zealand Wellington Free Ambulance. Similar to previous years, the most common times expected for emergency ambulance arrival were for Australia and New Zealand respectively:
5 minutes (8% and 10%), 10 minutes (30% and 26%), 15 minutes (23% and 25%), 20 minutes (10% and 13%) and 30 minutes (6% and 7%).

Table 155: Level of acceptance of different times for emergency ambulance arrival

Ready to wait up to...	Australia overall	New Zealand WFA
5 minutes	91%	87%
10 minutes	76%	73%
15 minutes	44%	46%
20 minutes	20%	21%
25 minutes	9%	8%
30 minutes	8%	7%

In general 91% of respondents in Australia and 87% in New Zealand would be happy if an ambulance arrived in 5 minutes or less; 76% and 73% respectively found it reasonable to wait for up to 10 minutes; for 8% and 7% of the respondents in Australia and in New Zealand an acceptable ambulance arrival time was within 30 minutes.

RESPONDENTS' PROFILE

This section reports on the demographic characteristics of respondents who were part of the 2015 study. These characteristics are important as they influence respondents' answers and were used to interpret and explain results for the core questions of the study throughout this report.

Who completed the survey

Respondents were asked: *'Is the person completing this survey… the patient that was transported, or a relative, or carer of the patient?'*. Results are presented in Table 16.

Table 16: Proportions of patients and carers who completed the survey (Q1)

Ambulance services	Patient %	Carer/relative %
QLD (I)	82	18
VIC (I)	81	19
ACT (I)	80	20
NT (I)	78	22
TAS (I)	77	23
WA (II)	76#	24#
SA (II)	74#	26#
NSW (II)	70#	30#
Australia	**77**	**23**
New Zealand WFA	**84**	**16**

States/territories are listed in descending order according to the proportion of patients.

 # - Indicate states/territories that differ from others, based on the proportion of respondents that were patients (statistically significant at p<0.05).

Across all ambulance services the majority of the respondents were patients. Overall, patients composed 77% of the sample in Australia and 84% in New Zealand. These result was consistent with 2013 and 2014.

In 2015 Victoria had one of the highest proportion of patients answering the survey (81%), while in 2014 it had the lowest proportion (69%). On a contrary, New South Wales, which used to have quite a high proportion of patients (78% in 2014), had the lowest proportion in 2015 - 70% only. While patients tend to be less critical in their valuations than carers, these changes in proportions of patients and carers did not appear to cause any changes over time in satisfaction of service dimensions in both states.

In the past, Western Australia had an increase in the proportion of respondents-patients answering the survey from 72% in 2013 to 79% in 2014. In 2015 Western Australia had 76% of patients, hence there was a drawback from 'extreme' values closer to the nation average proportions of 77% respondents being patients and 23% - carers.

Gender

Table 17 shows the gender split of the patients transported in Australia. Gender information was not available for Wellington Free Ambulance in New Zealand.

Table 17: Proportions of male and female patients who have been transported (Q11)

Ambulance services	Male %	Female %
TAS	51	49
SA	48	52
WA	48	52
ACT	45	55
NSW	45	55
VIC	45	55
NT	44	56
QLD	44	56
Australia	**46**	**54**

States/territories are listed in descending order by the proportion of males, then alphabetically if there is a tie.

 # - Indicate states/territories that differ from others, based on the proportion of respondents that were males (statistically significant at p<0.05).

In total, the composition of patients transported in Australia was 46% males and 54% females. This was consistent with 2013 and 2014.

This year, all states/territories achieved similar proportions of male patients transported (approximately a half and half male/female split). The proportion of males and females from 2014 to 2015 was stable for most ambulance services. The only exception was Northern Territory, which had fewer males transported this year (change from 53% males in 2014 to 44% in 2015). This variation could be a result of greater variability in the Northern Territory data due to smaller sample size and did not appear to cause any changes over time in satisfaction of service dimensions in the state.

Age groups

Respondents were asked about the age of the patient transported. The survey used eighteen age groups in alignment with the Australian Bureau of Statistics quotas, starting from 0-4 years old up to 85 years old and over. Results are presented in Table 18.

Age information was not available for Wellington Free Ambulance in New Zealand.

Table 18: Age of the patients (Q12)

Age Groups	ACT %	NSW %	NT %	QLD %	SA %	TAS %	VIC %	WA %	Australia %
0-4	0	0	4	0	0	1	0	2	**1**
5-9	0	0	1	0	0	1	1	1	**1**
10-14	0	0	1	0	0	1	1	1	**0**
15-19	0	0	1	0	1	2	1	1	**1**
20-24	2	1	3	2	1	1	1	1	**1**
25-29	1	1	4	1	1	1	1	2	**1**
30-34	3	1	3	2	2	1	1	2	**2**
35-39	3	1	3	4	1	2	3	2	**2**
40-44	5	2	3	4	2	3	2	2	**3**
45-49	4	2	4	3	4	5	3	4	**4**
50-54	7	3	9	5	4	5	3	4	**5**
55-59	8	4	6	9	7	5	6	6	**6**
60-64	12	8	7	8	8	8	9	5	**8**
65-69	14	12	12	11	10	11	10	9	**11**
70-74	13	11	13	13	9	14	14	13	**13**
75-79	9	16	11	11	14	13	13	15	**13**
80-84	9	18	7	11	17	14	13	15	**13**
85+	10	20	8	16	19	12	18	15	**15**

Three main age groups were created to assist in determining statistically significant differences in the ratings. These were 0-24, 25-49 and 50+ years old as presented in Table 19.

Table 19: Patients' main age groups (Q12)

Ambulance services	0-24 years %	25-49 years %	50+ years %
NSW (I)	1	7	92
SA (I)	3	9	88
VIC (II)	4	10	86#
QLD (II)	2	14	84#
WA (III)	6	11	83##
TAS (III)	6	12	82##
ACT (III)	3	17	80##
NT (IV)	9	18	73###
Australia	**4**	**12**	**84**

States/territories are listed in descending order according to the proportion of 50+ years old, then by the proportion of 25-49 years and then alphabetically.

 # - Indicate states/territories that differ from others, based on the proportion of respondents that were 50+ years old (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to the proportion of respondents that were 50+ years old (statistically significant at p<0.05).

Overall, 84% of the respondents in Australia were 50 years old or over. This was higher than in 2014 (80%) but closer to results in 2013 when there were 82% over 50 years old respondents. An increase in proportion of aged patients had come at a reduction of middle-age group. Proportion of young patients remained stable at 4%.

Compared to the other states/territories, Northern Territory had the ambulance service with the lowest proportion of older patients (50 years old or older), followed by the group of ambulance services in Western Australia, Tasmania and Australian Capital Territory achieving the second lowest proportion of aged patients.

Compared to the previous year, New South Wales had a dramatic increase in the proportion of older patients (50 years or older) from 73% in 2014 to 92% in 2015, which resulted in shift from the bottom of the table to the very top. This could partially explain improvements in satisfaction scores across multiple measures demonstrated by New South Wales in 2015 - in general older patients provide higher scores and younger patients make more critical evaluations.

Other states/territories did not differ much compared to 2014.

Usage of ambulance service

Respondents were asked to identify how many times the patient transported used the ambulance service in the twelve months prior to responding the survey. Results are presented in Table .

Table 20: Usage of ambulance service in the last twelve months (Q13)

Ambulance services	Once %	Between 2 and 5 times %	More than 5 times %
ACT (I)	70	28	2
NT (II)	59#	34	7
WA (II)	55#	42	3
TAS (II)	49#	46	5
QLD (III)	44##	45	11
VIC (III)	42##	49	9
SA (III)	40##	53	7
NSW (III)	39##	54	7
Australia	**48**	**45**	**7**
New Zealand WFA	**68**	**30**	**2**

States/territories are listed in descending order according to the proportion of patients transported once.

 # - Indicate states/territories that differ from others, based on the proportion of patients transported once (statistically significant at p<0.05).

(I), (II), (III), etc - Indicate the rank each state/territory achieved according to proportion of patients transported once (statistically significant at p<0.05).

The results for usage of ambulance service in the last twelve months were mostly stable in Australia, with 48% of patients being transported once only, compared to 50% in 2014. For Wellington Free Ambulance in New Zealand, 68% of the patients were transported once. This was also higher than 58% in 2014.

Similar to the previous year, the Australian Capital Territory and Northern Territory were the ambulance services with higher incidences of patients transported only once in the last twelve months.

At the same time, the New South Wales ambulance service had the lowest proportion of patients transported only once and the state moved from the top of the table in 2014 (63%) to the very bottom in 2015 (39%). This result was consistent with patients' age group analysis in table 19: aged patients had higher propensity of more frequent use of ambulance services, hence increase in the proportion of aged patients resulted in the decrease of proportion of patients being transported once only. This could partially explain improvements in satisfaction scores across multiple measures demonstrated by New South Wales in 2015 - patients who have been transported only once tend to provide more critical evaluations.

Other states/territories did not differ substantially compared to 2014. Minor change in proportions of patients transported in Australia *only once* and *between 2 and 5 times* from 2014 and 2015 should be attributed to usage results in New South Wales only. If we exclude New South Wales, then the overall proportions of emergency services usage would stay the same as in 2014.

CONCLUSION

Satisfaction scores in 2015 were very high and stayed stable compared to the results from previous studies. Overall, 98% of patients in Australia and 97% in New Zealand (Wellington Free Ambulance) were *satisfied or very satisfied* with the ambulance service they received.

The general trend across two countries and all service dimensions in 2015 was an increase in homogeneity of satisfaction scores. In Australia out of 8 service dimensions considered for each state/territory emergency services in 2015 there was only 1 (*Ambulance response time*), which had statistically significant change compared to the previous year (6 in 2014).

At the same time, 2015 results for different Australian state/territories did not have any statistical differences for 3 dimensions, including *Overall satisfaction* (none in 2014). In most cases observed statistically significant differences were between one or two best and worst performing emergency services only. No single state or territory was significantly better or worse than all others states/territories in any service dimension.

There were no statistically significant changes in any service dimensions for New Zealand Wellington Free Ambulance between 2014 and 2015.

All that indicated a very high level of homogeneity in satisfaction scores for all states/territories across all service dimensions.

There were two notable exceptions:

1. New South Wales demonstrated a strong trend in improvements comparing to the previous year across all service dimensions. While only 1 change was statistically significant (*Ambulance response time*), advancements from the bottom to the top positions in table compared to other authorities is worth noting. However, these improvements in service dimensions could not provide enough evidence of improvements in services delivered as they could be a result of an observed demographic bias. In 2015 New South Wales had a dramatic increase in the proportion of aged patients (from 73% to 92%). Older respondents tend to provide higher valuations compared to young and middle-aged respondents, who had much higher representation in 2014 data for New South Wales.
2. Tasmania demonstrated a statistically significant decrease in the *Ambulance response time*. This was the only service dimension where Tasmania had a satisfaction level lower that other states. The change in the proportion of *satisfied* and *very satisfied* respondents arised from an increase in the proportion *of neither satisfied or dissatisfied* respondents from 1% in 2014 to 6% in 2015. The proportion of *dissatisfied* or *very dissatisfied* respondents remained

unchanged. There was no notable change in the demographic profile of Tasmanian patients that could provide any explanation for the score change.

Recommendation:

Consistent with our advice in the previous years, we recommend changing the reporting style from focusing on amalgamated figure of *satisfied or very satisfied* patients, to reporting these two groups separately. The reason for this advice is that in many dimensions the amalgamated score has reached almost 100%. While this indicates an excellent performance, from an analysis point of view, this result presents a statistical challenge known as the “ceiling effect”. This effect means that changes in scores are harder to identify when they vary by such a narrow margin at the top of the scale. Reporting separately the proportions of *satisfied* and *very satisfied* customers will allow for better sensitivity of the measurement instrument, providing better identification of the changes over time and between the states. Another suggestion is reporting mean results (average from one to five) rather than proportions of *satisfied or very satisfied* respondents. This would allow more meaningful comparisons across states/territories and over time.

APPENDIX 1: QUESTIONNAIRE

Patient Satisfaction Survey
Please answer the questions below by placing a tick in the appropriate box. If you don't understand any questions, please use the 'don't know' option and move to the next question. If the question is not relevant to your experience, mark the 'NA' box and move on to the next question. Please note that your personal opinions will be kept confidential and that no information, which could identify you, will be released. Information obtained from you will be combined with the other responses and used for analytical purposes only.

Q1 Is the person completing this survey?

- ❑ 1 The patient that was transported
- ❑ 2 A relative, or carer of the patient

Q2 When the ambulance was called, thinking about the time it took to be connected with an Ambulance Service call taker, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q3 How satisfied were you with the assistance provided by the Ambulance Service call taker, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q4 Thinking about the time the ambulance took to arrive, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q5 Thinking about how caring the ambulance paramedics that attended to you were, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q6 How satisfied were you with the standard of treatment provided by the ambulance paramedics, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q7 How satisfied were you with the ambulance paramedics' explanation about what was happening to you and why, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q8 Thinking about your journey in the ambulance, how satisfied were you with the quality of the ride i.e. smoothness of transport and quietness of the vehicle? Overall, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say
- ❑ 7 Not applicable

Q9 All things considered, if you had an emergency in your home, what do you think is a reasonable time for an ambulance to arrive after calling one?

No of mins _____

Q10 How satisfied were you overall with your last experience using the Ambulance Service, were you?

- ❑ 1 Very satisfied
- ❑ 2 Satisfied
- ❑ 3 Neither satisfied nor dissatisfied
- ❑ 4 Dissatisfied
- ❑ 5 Very dissatisfied
- ❑ 6 Don't know/Can't say

Q11 Gender (of the patient)

- ❑ 1 Male
- ❑ 2 Female

Q12 Please indicate the age group that you (the patient) fall into.

- ❑ 01 0-4
- ❑ 02 5-9
- ❑ 03 10-14
- ❑ 04 15-19
- ❑ 05 20-24
- ❑ 06 25-29
- ❑ 07 30-34
- ❑ 08 35-39
- ❑ 09 40-44
- ❑ 10 45-49
- ❑ 11 50-54
- ❑ 12 55-59
- ❑ 13 60-64
- ❑ 14 65-69
- ❑ 15 70-74
- ❑ 16 75-79
- ❑ 17 80-84
- ❑ 18 85 and over

Q13 How many times have you (the patient) used the Ambulance Service (in the last 12 months)?

- ❑ 1 Once
- ❑ 2 Between 2 and 5 times
- ❑ 3 More than 5 times

Q14 What is your (the patient's) postcode?

Postcode _____

Q15 Include non-standard demographic questions (if required).

Please add any additional comments you have regarding your experience of the Ambulance Service.

_____
_____
_____

The Ambulance Service respects your privacy and would like to thank you for taking the time to complete this questionnaire. Please place the completed questionnaire in the reply paid envelope provided and post.