



Patient Experience Survey

Final report

Prepared for the Council of Ambulance Authorities

November 2017

Ipsos Project: 17-070031-01



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Executive Summary

Between July and August 2017, service members of the CAA printed and mailed out a survey to people who had a recent experience with a participating ambulance service. The survey differed from previous waves of the study as the survey tool transitioned from a 'satisfaction' to an 'experience' model questionnaire. Australian service members used a standardised questionnaires, while New Zealand services use slightly different tools. Where comparable, results from the St John New Zealand Ambulance service and the Wellington Free Ambulance Service in New Zealand have been included in this report.

The survey was conducted via a self-completion mail-out methodology. Key results are summarised below.

Overall satisfaction

In 2017, satisfaction amongst recent users of Ambulance services in Australia remained very high. At an overall level 97% of respondents said they were either 'very satisfied' or 'satisfied'. These figures were largely consistent with results from the 2015 and 2016 studies and there were no significant differences in overall satisfaction levels when comparing results from 2015 and 2016 with this year's study at a State/Territory level.

There was little disparity between service providers when comparing overall satisfaction. Service users from all locations reported very high satisfaction levels. Western Australia returned the highest NET satisfaction score with 99% of respondents suggesting they were either 'very satisfied' or 'satisfied'.

In New Zealand, overall satisfaction was much the same as in Australia, 97% of respondents indicating they were either 'very satisfied' or 'satisfied'. Both the St John and Wellington Free Ambulance Services had a 97% NET Satisfaction response.

The gender of the person completing the survey, whether it be the patient or a relative, or carer of the patient appeared to have little impact on overall satisfaction.

97%

of Australian service users
were satisfied with their
experience using CAA
Ambulance Services.

Experience with calling the ambulance service

Respondents reported mostly positive experiences with ambulance service call takers. This included being generally satisfied with the time taken to be connected to the call taker and the assistance that the call taker was able to provide.

Two-thirds of respondents in Australia (64%) described the time taken to be connected as 'much quicker' or 'a little quicker' than expected, while only one in 25 (4%) felt the time was 'much slower' or 'a little slower'.

Nine in ten respondents (90%) found the service provided by the call taker to be 'very helpful and reassuring' or 'helpful and reassuring'.

Respondents in New Zealand reported similar experiences with ambulance call takers as in Australia, 93% of service users indicating they felt the call was 'very helpful and reassuring' or 'helpful and reassuring'. While just over half (55%) suggested they were connected 'much quicker' or 'a little quicker' than expected when asked about connection waiting time.

64%

of Australian service users
were connected quicker than
they expected

90%

of Australian services users
found the call taker to be
helpful & reassuring

Experience with waiting for an ambulance

In Australia, three in five respondents (61%) felt that the ambulance arrived quicker than they had expected with almost a third (31%) feeling that the time taken to arrive was about what they had expected. The remaining 8% indicated that the time to ambulance arrival was slower than they had anticipated.

There was some discrepancy when comparing experiences with waiting for an ambulance between Australian States and Territories. Tasmania recorded the lowest positive responses with half (50%) stating that they felt the ambulance arrived 'much quicker than I thought' or 'a little quicker than I thought'. This was significantly lower than South Australia where two-thirds (67%) of respondents suggested that the ambulance arrived 'much quicker than I thought' or 'a little quicker than I thought'. South Australia had the most positive experiences of all Australian services with ambulance waiting times.

New Zealand patients recorded similar experiences when it came to waiting for an ambulance to arrive: 58% of service users stated that they felt the ambulance arrived 'much quicker than I thought' or 'a little quicker than I thought'. Results between the two New Zealand services were similar.

On average, Australian service users indicated that 15.1 minutes was a reasonable time to wait for an ambulance. There were significant differences in mean score when comparing state services. The ACT and South Australia mean scores (12.1 and 14.2 minutes, respectively) were significantly shorter than NSW and Tasmania (16.5 and 18.4 minutes, respectively). The median score for all services was 15 minutes, the exception being the ACT with a median score of 10 minutes. It is notable that South Australian patients have some of the highest expectations of ambulance response times in Australia, and the most positive experiences with response times.

These results did not seem to be affected by demographics such as age or gender.

61%

of Australian service users felt
the length of time they waited
for the ambulance to arrive
was quicker than they thought
it would

Experience with provision of care

The overall experience of care provided was positive in all States/Territories, with almost all respondents in Australia (97%) reporting that the care was 'good' or 'very good'. Only 1% of all respondents indicated that they felt the level of care provided to them was 'poor' or 'very poor'. Results were largely the same across all service providers.

Trust and confidence in the ability of the staff to provide quality care was also high, with 92% of respondents reporting 'high' or 'very high' confidence in the service staff. Results in New Zealand were similarly positive: 97% of St John New Zealand service users indicated they had a 'very high' or 'high' level of confidence in ambulance staff.

Almost all respondents (95%) felt the service staff provided 'very clear' or 'reasonably clear' explanations and only one in fifty (2%) indicated that the service staff did not explain the patient's condition and reasons for their treatment in a way they could understand.

In New Zealand experiences with service staff explanations were much the same as in Australia: 94% of service users stated that the service staff were 'very' or 'reasonably' clear and thorough with their explanations.

When it came to experiences during the ambulance journey 93% of Australian service users indicated that their level of comfort in the ambulance was 'very comfortable' or 'comfortable'. Results were similar in all States/Territories as well as in New Zealand, where 94% of respondents reported being 'comfortable' or 'very comfortable' during their ambulance journey.

Demographics such as age or gender appeared to have little impact on the reported level of comfort of the respondents.

97%

of Australian service users
felt their overall experience of
care was good or very good

92%

of Australian services users
had high levels of confidence
in ambulance staff

95%

of Australian services users
felt the staff provided clear
and thorough explanations of
the treatment required

93%

of Australian services users
felt their journey was
comfortable

1. Research Context

1.1 Research context and objectives

The Council of Ambulance Authorities (CAA) is an informal grouping of the ambulance services of Australia, New Zealand and Papua New Guinea. It provides leadership to the sector through the development of public policy, development and dissemination of knowledge through research, information exchange, monitoring and reporting, and through the application of standards for improved service quality.

The CAA has administered a Patient Satisfaction Survey since 2002 in Australia and 2007 in New Zealand. In 2017, this survey was re-designed to have a Patient Experience focus. The purpose of monitoring patient experience is to identify the quality of ambulance services, as perceived by recent service users. Conducting such a study will allow the CAA to determine what did or did not occur as part of the ambulance experience and identify aspects of service delivery that could be improved. The 2017 survey will evaluate recent service users' experience with several features of the ambulance service including: telephone assistance, timeliness of response, treatment received, competency of service staff, journey comfort and overall satisfaction. The survey also provides an opportunity for respondents to address any issues overlooked in the questionnaire.

The survey is conducted as a mailout to a sample of patients that have been transported by services in an emergency or urgent context. Individual ambulance services in each state are responsible for data collection, with the CAA providing an Australia and New Zealand report.

Due to the revised format of the survey tool there is limited scope for historical comparison. Where possible comparisons have been made against previous waves of the study to provide a time series breakdown of the findings.

The methodology used to conduct this survey is detailed below.

2. Research Design

2.1 Research methodology

The CAA developed a core set of questions for the patient experience survey. Services were instructed not to modify the questions (except to update with locally relevant language, such as 'paramedic' or 'ambulance officer'). The questionnaire is included as an appendix to this report. Services were also able to add any additional questions at the end of the survey. Services were responsible for finalising the formatting of the questionnaire (e.g. adding logos or any additional graphic work). The CAA provided an example cover letter which services could update with their own information.

Services were then responsible for randomly drawing a sample of n=1,300 Code 1 & 2 patients to send the sample to. A definition of Code 1 & 2 is provided below.

E11	Emergency incidents (number)	Count the number of code 1 incidents , defined as emergency events requiring one or more immediate ambulance responses under lights and sirens where the incident is potentially life threatening.
E12	Urgent incidents (number)	Count the number of code 2 incidents , defined as urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirable within 30 minutes.

The survey was then printed hard copy and mailed by all Australian services by the 30th June 2017. The survey was in field until the 4th August 2017, giving participants approximately one month to participate. New Zealand data collection methods differ in that surveys are run throughout the year. For the sake of reporting a robust sample size six months of NZ survey data has been included in this report. Services were responsible for conducting data entry into a spreadsheet template provided by the CAA. All spreadsheet data was then delivered to Ipsos for analysis and reporting.

Response rates are outlined below.

	Total responses	2017 Response Rate	2016 Response Rate	2017 Confidence Interval (+/-)
Victoria	472	36%	33%	4.9%
Tasmania	431	33%	42%	4.7%
New South Wales	406	31%	33%	4.9%
Queensland	380	29%	32%	5.0%
South Australia	359	28%	32%	5.2%
Australian Capital Territory	330	25%	36%	5.4%
Western Australia	277	21%	26%	5.9%
Northern Territory	164	13%	10%	7.6%
Australia Total	2819	32%	30%	1.8%
St John	802			
Wellington	938			
New Zealand Total	1740			

2.2 How to interpret this report

The following report details findings for all patient experience surveys completed in 2017. All percentages have been reported excluding any 'Don't know', 'Can't recall' and 'Not Applicable' answers, where these exist.

All questions are reported through categorical charts for 2017 results, displaying results for each service and at the overall Australia and New Zealand level. Statistically significant differences within countries (i.e. between states in Australia and services in New Zealand) as well as any differences between countries (i.e. Australia vs. New Zealand) have been noted in the commentary. However, very few significant differences emerged and results were remarkably consistent across key variables, so few differences have been noted.

Tests of significance were conducted between key groups of interest (e.g. age and gender) at the 95% confidence level and are reported where appropriate. Please note that some subgroups have relatively small sample sizes so some care should be exercised when interpreting results. Where significance testing has occurred between pairs such as male vs. female, this has been undertaken as independent-samples t-tests. However, where significance testing has occurred between more than two categories within a group (e.g. age), significance testing has been used that tests one category against the average of the other categories (i.e. against the total excluding itself). Such a test is ideal for multiple comparisons as it reduces the likelihood of displaying a significant difference where one does not exist.

A 'significant difference' means that we can be 95% confident that the difference observed between the two samples reflects a true difference in the population of interest, and is not a result of chance. Such descriptions are not value judgements on the importance of the difference. The reader is encouraged to make a judgement as to whether the differences are 'meaningful' or not.

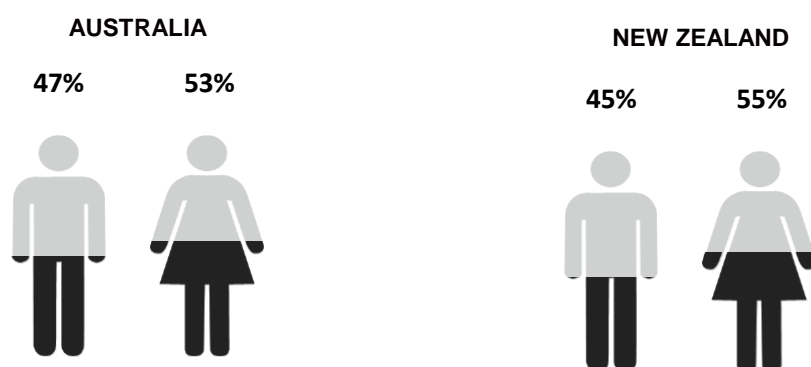
Results have been reported to 0 decimal places. Rounding to the nearest integer has been used in this report and therefore there may be instances where the total sum of reported figures does not add up to exactly 100%.

2.3 Description of survey sample

Responses relating to patient demography for 2017 are outlined below in

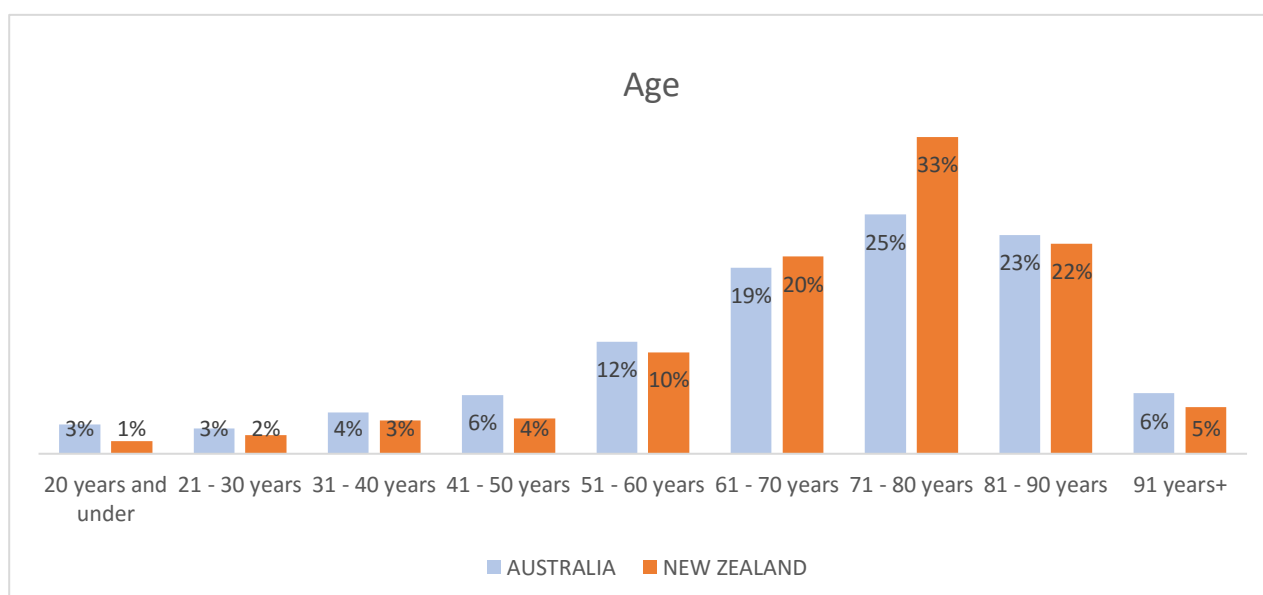
Chart 1 through to **Error! Reference source not found.4.**

Chart 1: Gender



In both Australia and New Zealand, more females participated in the survey than males (53% females compared to 47% males in Australia and 55% females in New Zealand).

Chart 2: Age

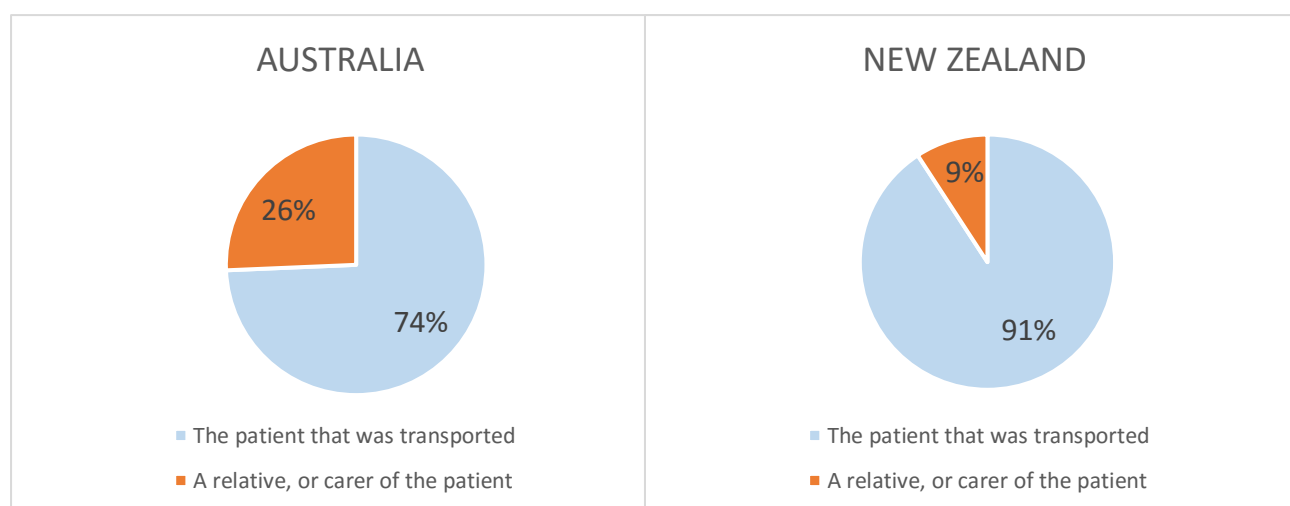


In both Australia and New Zealand, respondents tended to fall into older age categories. In Australia, 73% were aged 61 and over, while only one in ten (10%) were aged 40 or under. Respondents aged between 71 and 80 years accounted for the highest proportion of total respondents (25%).

The age composition of the Northern Territory was different to other states: respondents were significantly more likely to be aged under 40 (19% compared to a national average of 10%) and were significantly less likely to be over 61 (42% compared to 73% national average). This reflects the age composition of the population of the Northern Territory.¹

The age disparity was even more pronounced in New Zealand, where 79% were aged over 61 and 7% 40 or under. St John Ambulance patients were significantly more likely than Wellington Free Ambulance patients to be aged over 61 (80% compared to 74%).

Chart 3: Person completing the survey



1. Is the person completing the survey? Weighted by location; base n = 4,559

There was a significant difference in terms of person completing the survey between Australia and New Zealand.

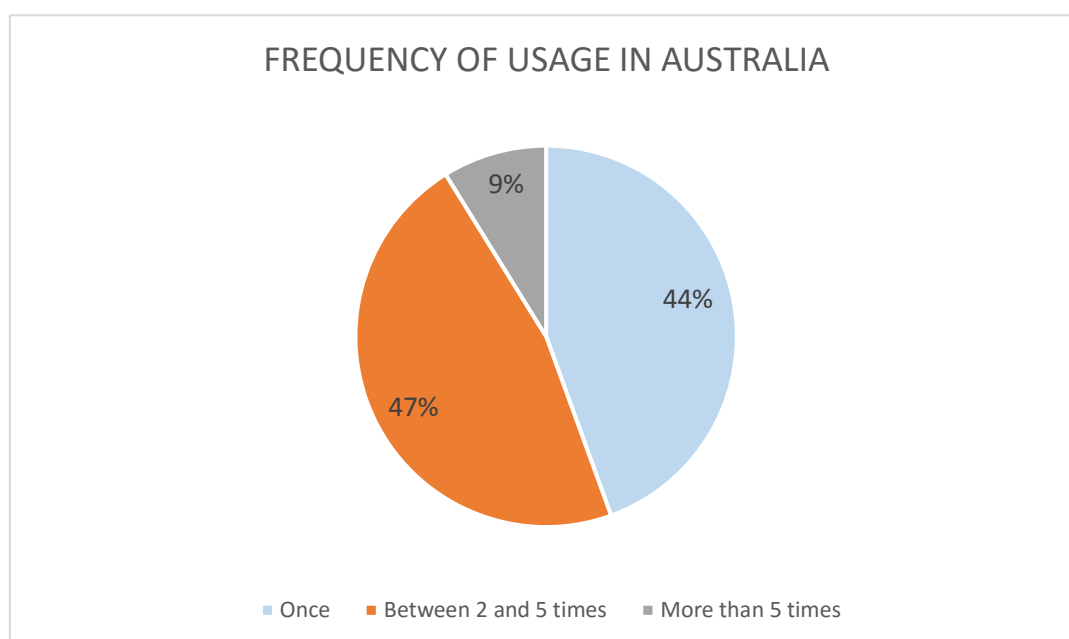
In Australia, just over a quarter of surveys were completed by a relative or carer of the patient (26%), and just under three quarters by the patient that was transported (74%). Results were consistent across states.

In New Zealand, however, the proportion of surveys completed by the patient was significantly higher than in Australia: 91%, with only 9% of surveys completed by relatives or carers. This is a surprising finding, given that the New Zealand sample was also older than the Australian

¹Australian Bureau of Statistics,
<http://www.abs.gov.au/ausstats/abs@.nsf/Products/3235.0~2006~Main+Features~Northern+Territory?OpenDocument>

sample, and therefore one would expect more respondents would need help completing the survey. Results were consistent across the two New Zealand services.

Chart 4: Frequency of Usage in the last 12 months



14. How many times have you (the patient) used the Ambulance Service in the last 12 months?
Unweighted; base n = 2,702 (excludes 'don't know/can't say' and 'not applicable')

In Australia, participants were most likely to say they had used the ambulance service 'between two and five times' in the last 12 months (47%), with a further 44% using it only once, and 9% 'more than five times'. This finding varied significantly by state. Those in Victoria (54%), the Northern Territory (75%) and the ACT (57%) were significantly more likely to say they had only used the service the one time in 12 months. Conversely, those in Queensland were significantly more likely than those in all other states to say they had used the service 'more than five times' (14%).

This question was not asked in New Zealand.

3. Findings

3.1 Overall satisfaction

Table 1: Overall satisfaction (Q10) – Australia

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET SATISFIED	NET DISSATISFIED
VIC	81%	16%	2%	1%	0%	97%	1%
NSW	80%	17%	1%	1%	1%	97%	2%
QLD	81%	17%	1%	1%	1%	98%	2%
WA	85%	13%	1%	0%	0%	99%	1%
TAS	79%	18%	1%	1%	1%	97%	2%
NT	78%	19%	1%	1%	2%	97%	3%
ACT	81%	16%	2%	2%	0%	97%	2%
SA	83%	15%	1%	1%	1%	98%	2%
AUS OVERALL	81%	16%	1%	1%	1%	97%	2%

10. How satisfied were you overall with your last experience using the Ambulance Service?

Weighted by location; base n = 2,766 (excludes 'don't know/can't say')

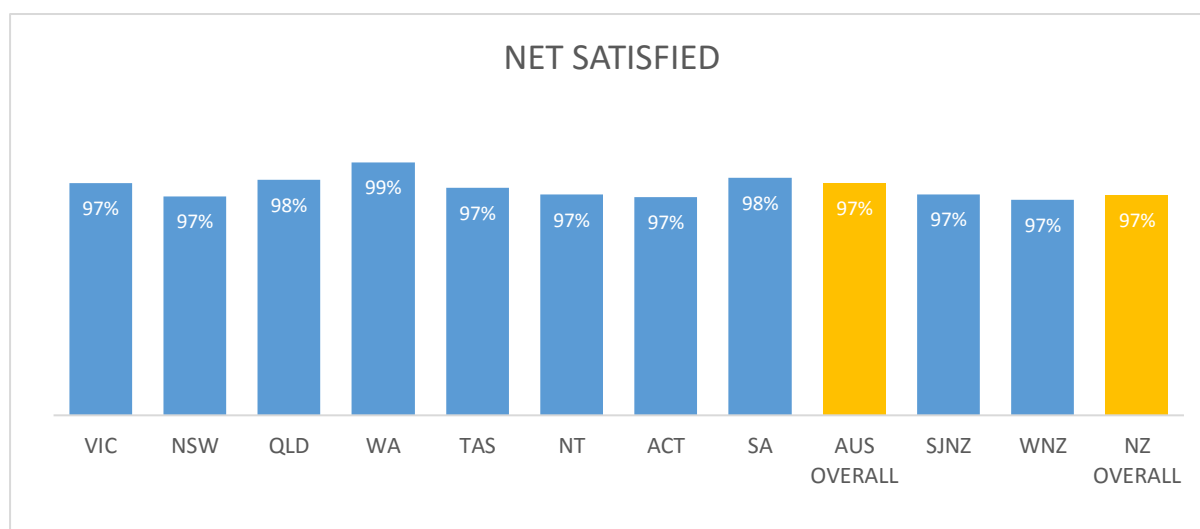
Table 2: Overall satisfaction (Q10) – New Zealand

	Very satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET SATISFIED	NET DISSATISFIED
SJNZ	87%	10%	2%	1%	0%	97%	1%
WNZ	87%	9%	2%	1%	1%	97%	2%
NZ OVERALL	87%	10%	2%	1%	0%	97%	1%

10. How satisfied were you overall with your last experience using the Ambulance Service?

Weighted by location; base n = 1,702 (excludes 'don't know/can't say')

Chart 5: Overall satisfaction (Q10) – Key Findings



10. How satisfied were you overall with your last experience using the Ambulance Service?

Weighted by location; base n = 4,468 (excludes 'don't know/can't say')

Overall satisfaction amongst respondents regarding their last experience with the Ambulance Service was very positive in both Australia and New Zealand. In Australia 97% stated they were either 'very satisfied' (81%) or 'satisfied' (16%). Only 1% of respondents indicated they were 'dissatisfied' with their most recent experience and 1% were 'very dissatisfied'. This is a decrease from 98% in 2016, but is not statistically significant

In New Zealand, overall satisfaction was the same as Australia, with 97% either very satisfied or satisfied. However, New Zealand participants were significantly more likely to say they were 'very satisfied' than Australian participants (87% compared to 81%).

Within Australia, satisfaction levels did not vary significantly by service, nor did they vary significantly between St John's or Wellington Free Ambulance in New Zealand.

Table 3: Overall satisfaction (Q10) – Time series

	2015	2016	2017
VIC	97%	97%	97%
NSW	99%		97%
QLD	98%	100%	98%
WA	97%	97%	99%
TAS	98%	98%	97%
NT	97%	96%	97%
ACT	98%	98%	97%
SA	98%	98%	98%
AUS OVERALL	98%	98%	97%

10. How satisfied were you overall with your last experience using the Ambulance Service?

Weighted by location; 2015 base n = 3,402; 2016 base n = 3,166; 2017 base n = 2,766 (excludes 'don't know/can't say')

There has been little change over time in overall satisfaction with the ambulance service. In 2017 NET Satisfaction in Australia remained very high at 97%, this was a slight decrease on 2015 and 2016 results (98%).

Interestingly, six of the eight services registered slight decreases in overall satisfaction with the service when comparing 2016 and 2017 results. Northern Territory and Victoria being the two services with improved overall satisfaction results.

There were no statistically significant differences to overall satisfaction over time for any of the participating States/Territories. Results have remained largely stable since 2015.

“This is the first time I have used the service but have to say I could not have wished for better people or service, I was very impressed, they were caring, professional and effect. I just wish I had received half as good a service from the hospital staff.” (Patient, NSW)

“I expect a high level of service from this organisation and that is what I received” (Patient, Victoria)

*“I found that from the placement of the call to the arrival at hospital, all was excellent”
(Patient, Victoria)*

“I have always been highly satisfied with the Ambulance Service. They have always provided the best care for me ‘(Patient, Tasmania)

3.2 Patient Experience

3.2.1 Calling the Ambulance Service

Table 4: Time taken to be connected (Q2) - Australia

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	NET QUICKER	NET SLOWER
VIC	44%	22%	29%	4%	0%	66%	5%
NSW	42%	21%	31%	3%	2%↑	64%	5%
QLD	45%	20%	31%	4%	0%	65%	4%
WA	39%	26%	32%	3%	0%	65%	3%
TAS	39%	22%	35%	3%	2%	60%	4%
NT	40%	24%	32%	2%	2%	64%	4%
ACT	42%	20%	36%	1%	1%	62%	2%
SA	43%	25%	29%	2%	0%	68%	3%
AUS OVERALL	43%	22%	31%	3%	1%	65%	4%

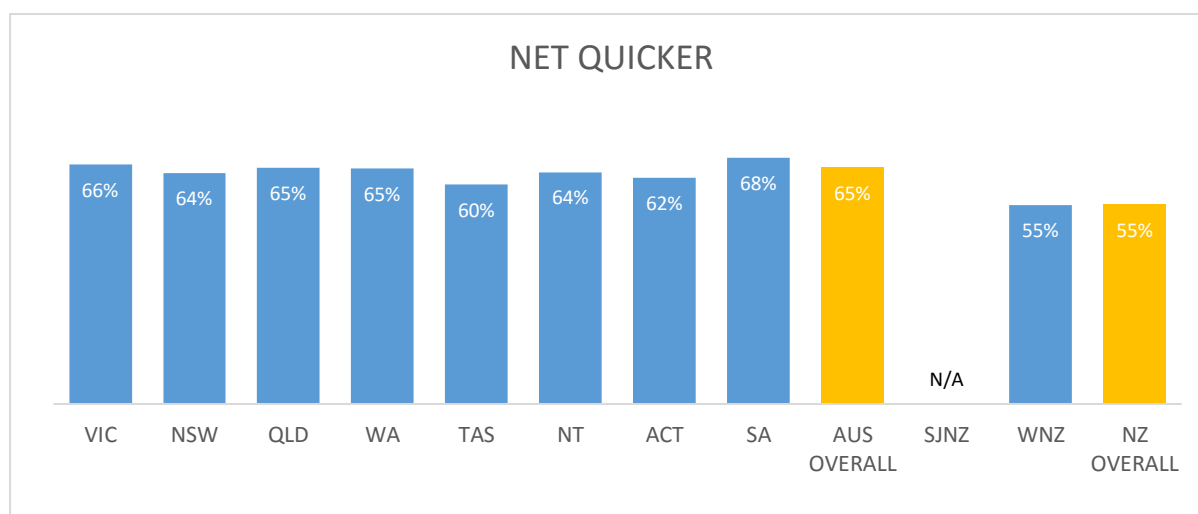
2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? Weighted by location; base n = 2529 (excludes 'don't know/can't recall')

Table 5: Time taken to be connected (Q2) – New Zealand

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	NET QUICKER	NET SLOWER
SJNZ	n/a	n/a	n/a	n/a	n/a	n/a	n/a
WNZ	35%	19%	30%	9%	6%	55%	15%
NZ OVERALL	35%	19%	30%	9%	6%	55%	15%

2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? Weighted by location; base n = 867 (excludes 'don't know/can't recall')

Chart 6: Time taken to be connected (Q2) – Key Findings



2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? Weighted by location; base n = 3,396 (excludes 'don't know/can't recall')

In Australia, almost two-thirds of respondents (65%) indicated that the length of time taken to be connected to the Ambulance Service call taker was quicker than expected, with 43% (the largest proportion) saying it was 'much quicker than I thought it would be'. Close to one-third of respondents (31%) felt that the time taken to be connected was in line with their expectations, while 4% thought was slower than they expected to speak to a call taker.

Participants in NSW were significantly more likely to say 'much slower than I thought it would be', than those in other states, although only 2% provided this response.

In New Zealand, only Wellington Free Ambulance asked this question of their patients. Just over half (55%) said the trip was quicker than they thought it would be, significantly lower than the Australian average.

Table 6: Assistance provided by call taker (Q3) - Australia

	Very helpful & reassuring	Helpful & reassuring	OK	Not helpful & not reassuring	Very un-helpful & not at all reassuring	NET HELPFUL	NET UNHELPFUL
VIC	64%	27%	7%	0%	0%	92%	1%
NSW	60%	29%	10%	1%	1%	89%	1%
QLD	68%	27%	4%	1%	0%	95%	1%
WA	59%	31%	9%	1%	0%	90%	1%
TAS	57%	32%	10%	2%	0%	89%	2%
NT	50%	37%	13%	1%	0%	87%	1%
ACT	56%	31%	12%	1%	0%	87%	1%
SA	64%	28%	8%	1%	0%	91%	1%
AUS OVERALL	63%	28%	7%	1%	0%	92%	1%

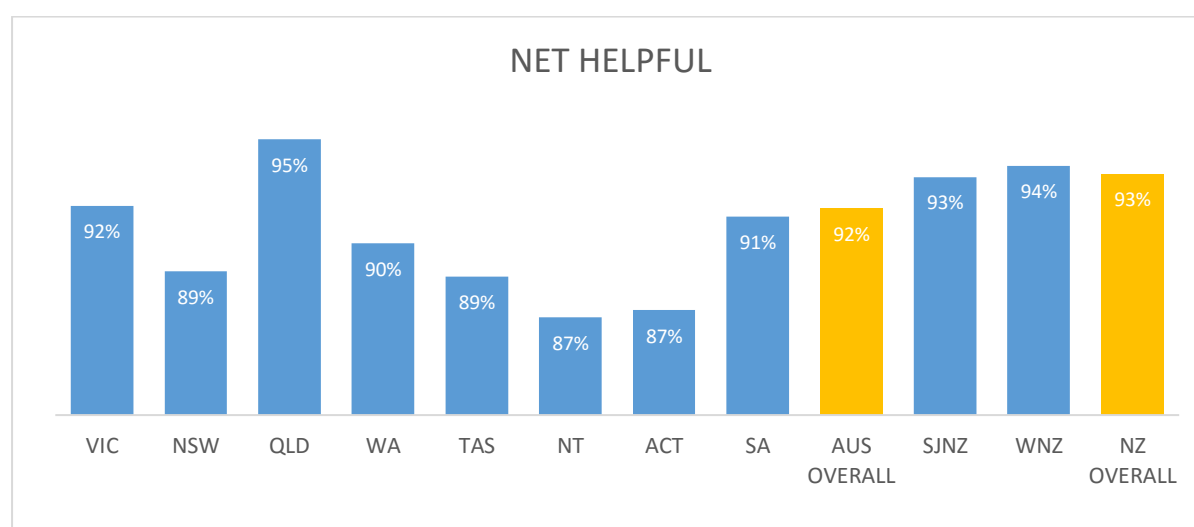
3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Weighted by location; base n = 2390 (excludes 'don't know/can't recall')

Table 7: Assistance provided by call taker (Q3) – New Zealand

	Very helpful & reassuring	Helpful & reassuring	OK	Not helpful & not reassuring	Very unhelpful & not at all reassuring	NET HELPFUL	NET UNHELPFUL
SJNZ	81%	12%	3%	2%	2%	93%	3%
WNZ	83%	11%	4%	1%	1%	94%	2%
NZ OVERALL	81%	12%	4%	2%	1%	93%	3%

3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Weighted by location; base n = 935 (excludes 'don't know/can't recall')

Chart 7: Assistance provided by call taker (Q3) – Overview



3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Weighted by location; base n = 3,325 (excludes 'don't know/can't recall')

The majority of Australian and New Zealand respondents said that the call handler was either 'very helpful and reassuring' or 'helpful and reassuring' (92% in Australia and 93% in New Zealand). New Zealanders were significantly more likely to provide positive responses than Australian patients, and they were significantly more likely to specifically report that the call handler was 'very helpful and reassuring' (81% compared to 63% in Australia). This suggests Australian call handling services could be improved. However, New Zealand patients were also significantly more likely to say that the service was not helpful or reassuring (1% NET unhelpful in Australia and 3% NET unhelpful in NZ), although the proportion of those providing a negative response was small.

Both within Australia and New Zealand, the results were relatively consistent across services.

“The service was fantastic in that we had regular phone calls before the ambulance arrived to check on the condition of the patient and giving an estimated time of arrival - very reassuring.” (Carer, Tasmania)

“Very happy with the phone service I received during a stressful time very helpful and caring. The instructions I received was very helpful.” (Carer, South Australia)

“The 000 call operator could have stayed on the phone until the ambulance arrived.” (Patient, ACT)

“My only negative would be one person in the call centre who on two occasions was fairly abrupt when I do not answer the question as clearly as I could have. I understand that clear information is required but scared and in pain, that was not what I needed.” (Patient, South Australia)

3.2.2 Waiting for the ambulance

Table 8: Time taken for ambulance to arrive (Q4) - Australia

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	NET QUICKER	NET SLOWER
VIC	38%	24%	29%	6%	3%	62%	9%
NSW	32%	25%	34%	5%	4%	56%	9%
QLD	37%	25%	30%	5%	2%	63%	7%
WA	37%	26%	34%	2%	1%	63%	3%
TAS	29%	21%	36%	8%	5%	50%	13% ↑
NT	32%	25%	33%	7%	4%	57%	11%
ACT	34%	27%	30%	5%	4%	61%	9%
SA	40%	27%	26%	6%	1%	67%	7%
AUS OVERALL	36%	25%	31%	5%	3%	61%	8%

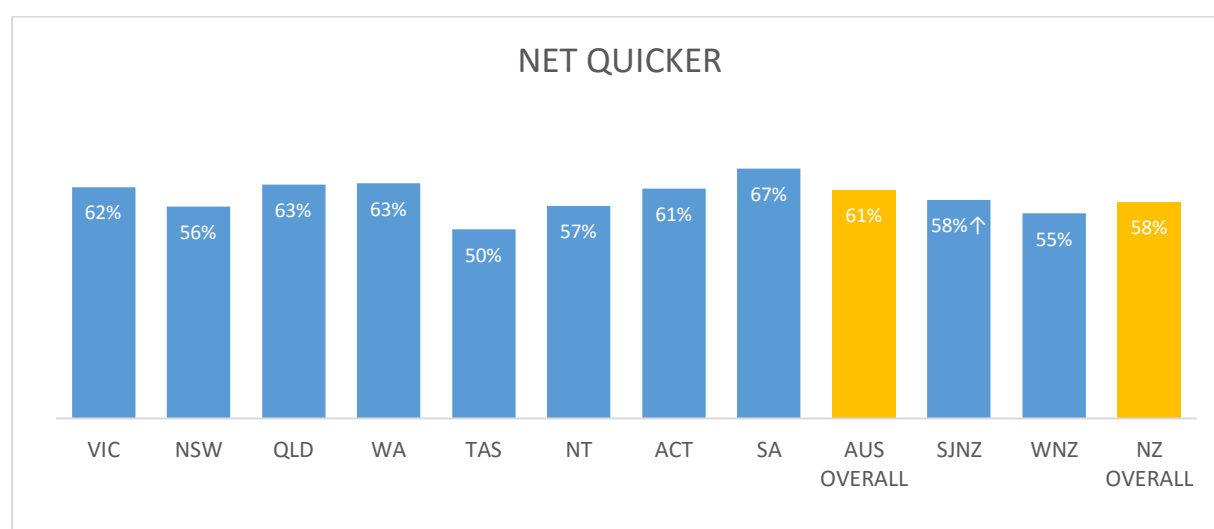
4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? Weighted by location; base n = 2647 (excludes 'don't know/can't recall')

Table 9: Time taken for ambulance to arrive (Q4) – New Zealand

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	NET QUICKER	NET SLOWER
SJNZ	38%	20%	32%	6%	4%	58%	10%
WNZ	35%	19%	30%	9%	6%	55%	15%
NZ OVERALL	38%	20%	32%	6%	4%	58%	11%

4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? Weighted by location; base n = 1609 (excludes 'don't know/can't recall')

Chart 8: Time taken for ambulance to arrive (Q4) – Key Findings



4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? Weighted by location; base n = 4,256 (excludes 'don't know/can't recall')

The majority (61% in Australia and 58% in New Zealand) said that the ambulance arrived 'much' or 'a little' quicker than they thought it would. Australians were significantly more likely to provide this response than New Zealanders. Almost two-fifths of Australians (36%) said the service was 'much quicker than I thought it would be', compared to 38% of New Zealanders, a statistically similar proportion. In both countries, the most common response to the question 'describe how you felt about the length of time you waited for the ambulance to arrive' was 'much quicker than I thought it would be'.

Overall, significantly fewer Australians said the service was 'a little' or 'much' slower than expected, than New Zealanders (8% compared to 11%).

Within Australia, Tasmania stood out, with a significantly higher proportion saying that the service was 'much' or 'a little' slower than expected (13%). Other states performed similarly on this question.

Within New Zealand, Wellington Free Ambulance patients were significantly more likely to say the service was 'much' or 'a little' slower than expected than those served by St John's (15% compared to 10%).

Table 10: Reasonable time for an ambulance (Q9) - Australia

	Average	Standard Deviation	Minimum	Q1	Median	Q3	Maximum	IQR
VIC	14.5	7	1	10	15	20	60	10
NSW	16.5 ↑	9	2	10	15	20	60	10
QLD	14.7	7	1	10	15	18	65	8
WA	14.9	8	2	10	15	18	60	8
TAS	18.4 ↑	10	1	10	15	20	60	10
NT	16.7	13	5	10	15	20	120	10
ACT	12.1 ↓	6	3	10	10	15	30	5
SA	14.2 ↓	7	1	10	15	15	30	5
AUS OVERALL	15.1	8	1	10	15	20	120	10

9. Considering all circumstances, if you had an emergency in your home, what do you feel would be a reasonable time to wait for an ambulance to arrive? Weighted by location; base n = 2495

The survey asked respondents what they felt was a reasonable amount of time to wait for an ambulance to arrive at their home. This was an open ended question, and the participant could write in any value in minutes. When a range of values was given (eg.10-15) the maximum value was reported, this is important to note when interpreting the data. Table 9 displays:

- mean (the average)
- the minimum answer provided in each state and across each country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (a point where 75% of answers are below this point and 25% above)
- the maximum answer provided in each state and across each country.

In Australia, the mean answer provided was 15 minutes. This mean score varied significantly by state: in the ACT and South Australia, the score was significantly lower than all other states (12.1 and 14.2 minutes, respectively), while in NSW and Tasmania, it was significantly higher (16.5 and 18.4 minutes, respectively). Other indicators were relatively consistent by state. The minimum wait anyone thought was reasonable was 1 minute (provided in several states), and the maximum 120 minutes (provided in the Northern Territory).

This question was not asked in New Zealand.

“We waited roughly 1 1/2 hrs before calling again. But realised how busy you were. We would have thought 1/2 an hour would be more acceptable.” (Carer, Tasmania).

“Very friendly and considerate, they do their best but may be wait time could be improved. May need more ambulances or paramedics as population is aging.” (Carer, NSW)

“I waited over an hour for an ambulance to come, maybe it was a busy day but I was very ill. Not sure what would have happened if I had a heart attack little scary I understand sometimes things are made higher priority service was fine officers were good just concerns me about time it takes.” (Patient, NT)

“I wouldn’t be alive today without the crew that came to my house, they were quick and concise and wasted no time getting me to the hospital” (Patient, WA)

“I cannot speak more highly about the response time...they were simply excellent” (Patient, Victoria)

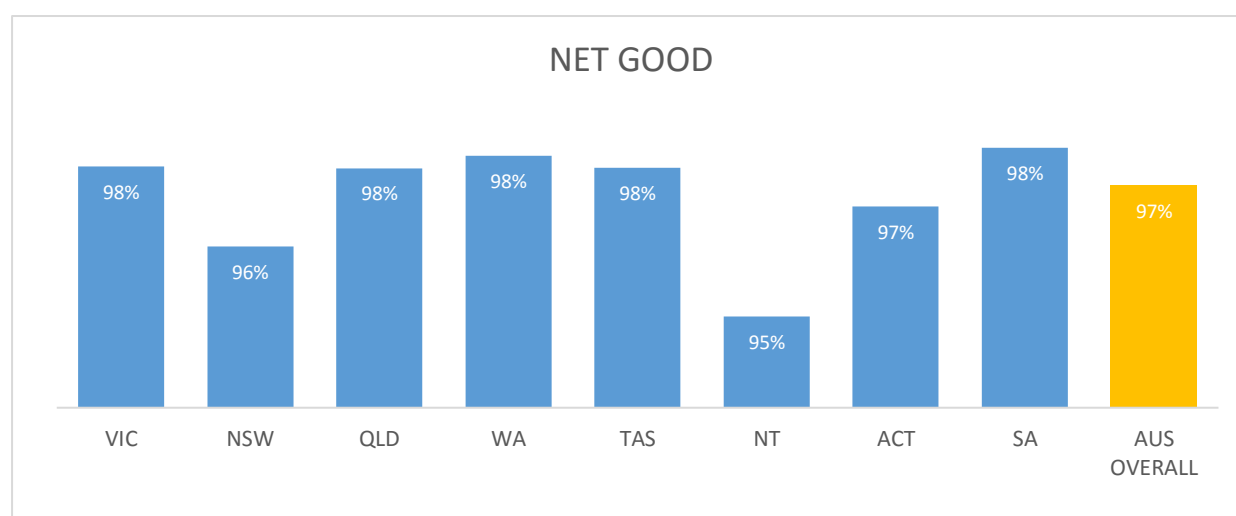
3.2.3 Provision of care

Table 11: Paramedics’ care (Q5) - Australia

	Very good	Good	OK	Poor	Very poor	NET GOOD	NET POOR
VIC	87%	11%	2%	1%	0%	98%	1%
NSW	86%	11%	1%	1%	1%	96%	2%
QLD	88%	10%	2%	0%	1%	98%	1%
WA	89%	8%	1%	0%	1%	98%	1%
TAS	90%	7%	1%	0%	1%	98%	1%
NT	82%	13%	3%	1%	1%	95%	2%
ACT	86%	11%	2%	0%	1%	97%	1%
SA	87%	11%	1%	1%	0%	98%	1%
AUS OVERALL	87%	10%	2%	0%	1%	97%	1%

5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? Weighted by location; base n = 2763 (excludes ‘don’t know/can’t recall’)

Chart 9: Paramedics' care (Q5) – Key Findings



5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? Weighted by location; base n = 2763 (excludes 'don't know/can't recall')

Overall experiences with the care provided by the ambulance paramedics in Australia were positive. Eighty-seven percent (87%) of respondents indicated the care received was 'very good', and a further 10% said it was 'good'. In contrast, only 1% of respondents described the care they received as 'very poor' (1%) or 'poor' (0%). Results did not vary by location. This is outlined in Chart 12.

This question was not asked in New Zealand.

"I was very well taken care of by the paramedics, from their time of arrival through to their transportation to the hospital. I have only high praise for their work and cannot thank them enough." (NSW, patient)

"I thought the ambulance staff were efficient, capable and dedicated to providing me with the best attention possible" (Victoria, patient)

"The paramedics were professional, understanding and assessed the situation quickly. Pleasant personalities and made me feel safe" (Western Australia, patient)

"They could have communicated more with me as carer. In retrospect I think they had a growing concern for the patient's condition. Where patient has had previous significant underlying conditions and patient or carer express a preference for which hospital they go to this needs to be taken into account as patient/ carers is likely to have good understanding of treatment needs." (Carer, ACT)

Table 12: Trust and confidence in quality of care and treatment (Q6) - Australia

	Very high level of confidence	High level of confidence	Confident	Low level of confidence	Very low level of confidence	NET HIGH LEVEL OF CONFIDENCE	NET LOW LEVEL OF CONFIDENCE
VIC	67%	24%	8%	1%	0%	91%	1%
NSW	69%	22%	7%	1%	1%	91%	2%
QLD	71%	22%	6%	1%	1%	93%	1%
WA	66%	28%	5%	0%	1%	94%	1%
TAS	73%	20%	6%	1%	1%	93%	1%
NT	71%	18%	9%	1%	1%	89%	2%
ACT	70%	22%	6%	1%	0%	92%	1%
SA	68%	24%	7%	1%	0%	92%	1%
AUS OVERALL	69%	23%	7%	1%	1%	92%	1%

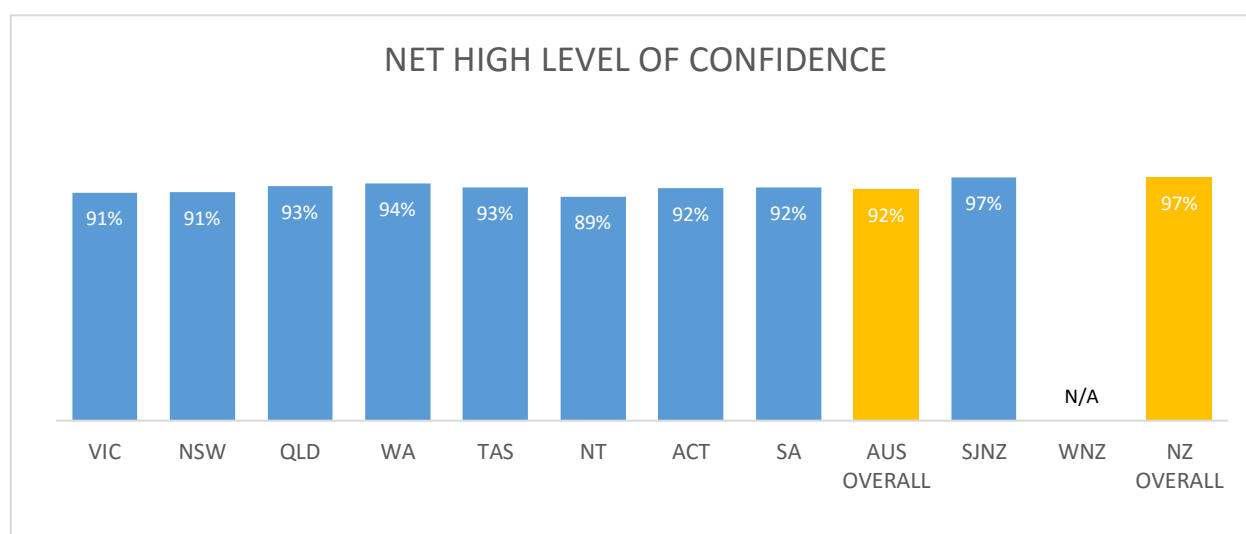
6.How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? Weighted by location; base n = 2764 (excludes 'don't know/can't recall')

Table 13: Trust and confidence in quality of care and treatment (Q6) – New Zealand

	Very high level of confidence	High level of confidence	Confident	Low level of confidence	Very low level of confidence	NET HIGH LEVEL OF CONFIDENCE	NET LOW LEVEL OF CONFIDENCE
SJNZ	85%	11%	2%	1%	1%	97%	1%
WNZ	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NZ OVERALL	85%	11%	2%	1%	1%	97%	1%

6.How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? Weighted by location; base n = 792 (excludes 'don't know/can't recall')

Chart 10: Trust and confidence in quality of care and treatment (Q6) – Key Findings



6.How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? Weighted by location; base n = 3,556 (excludes 'don't know/can't recall')

Levels of trust and confidence in the quality of care and treatment in the ambulance service staff were high across all locations. In Australia, over nine in ten respondents (92%) indicated they had a 'very high' (69%) or 'high' (23%) level of confidence in the ambulance staff ability to provide quality care and treatment.

In New Zealand, results were even more positive, with 97% saying their confidence was 'very high' (85%) or 'high' (11%).

There were no significant differences within Australia or New Zealand (with only St John's participating in this question). New Zealanders reported a significantly higher NET high confidence score than Australians (97% compared to 92%) and were significantly more likely to say they had a 'very high level of confidence' (85% compared to 69%).

"As a parent I had to entrust the care of my baby to the paramedics. They did a great job of reassuring me." (Carer, Tasmania)

"It was quick and efficient. A good human touch: the paramedics dropped in to say hello and see how I was later in the day. The service was excellent. Polite and caring it made the emergency look/feel under control." (Patient, NT)

"I was most impressed at the professionalism displayed by the officers. Very calming and confident in easing my trauma. I think they do an excellent job in what they are trained to do. I am very pleased with the response time and treatment." (Patient, ACT)

Table 14: Service staff explanations (Q7) - Australia

	A very clear and thorough explanation	A reasonably clear and thorough explanation	OK	Some explanation was given but I could not understand it	No not at all	NET CLEAR & THOROUGH	NET UNCLEAR
VIC	70%	24%	4%	1%	1%	94%	2%
NSW	67%	27%	3%	1%	2%	94%	3%
QLD	74%	22%	2%	0%	1%	96%	1%
WA	62%	32%	4%	1%	1%	94%	2%
TAS	71%	25%	2%	1%	0%	96%	1%
NT	73%	20%	5%	1%	1%	93%	3%
ACT	68%	26%	3%	1%	2%	95%	2%
SA	67%	29%	2%	1%	1%	96%	2%
AUS OVERALL	70%	25%	3%	1%	1%	95%	2%

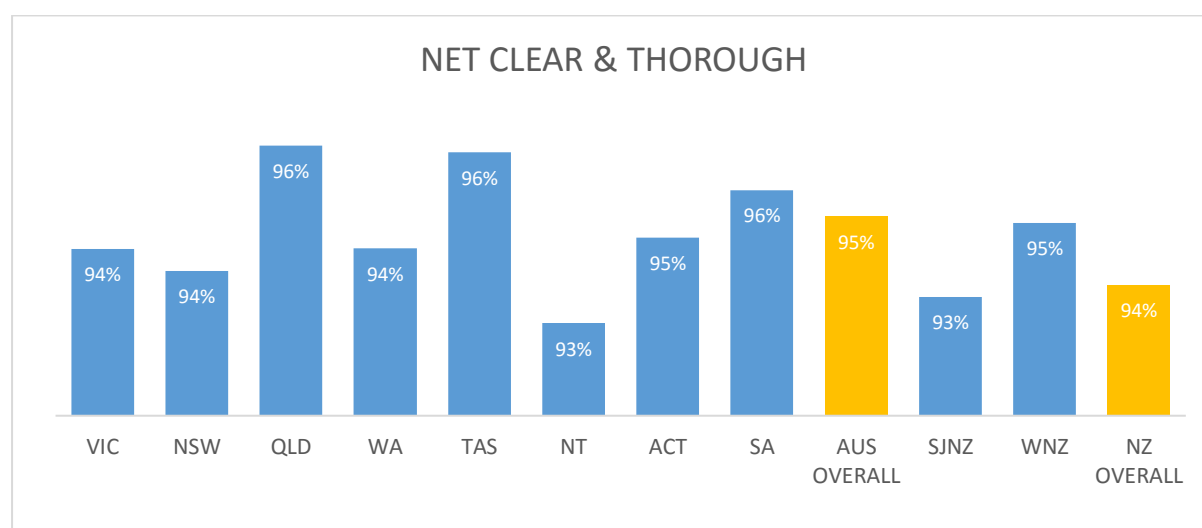
7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? Weighted by location; base n = 2676 (excludes 'don't know/can't recall')

Table 15: Service staff explanations (Q7) – New Zealand

	A very clear and thorough explanation	A reasonably clear and thorough explanation	OK	Some explanation was given but I could not understand it	No not at all	NET CLEAR & THOROUGH	NET UNCLEAR
SJNZ	67%	26%	5%	1%	1%	93%	2%
WNZ	69%	26%	3%	1%	1%	95%	2%
NZ OVERALL	68%	26%	5%	1%	1%	94%	2%

7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? Weighted by location; base n = 1,634 (excludes 'don't know/can't recall')

Chart 11: Service staff explanations (Q7) – Key Findings



7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? Weighted by location; base n = 4,310 (excludes 'don't know/can't recall')

In Australia, ninety-five per cent (95%) of respondents felt that ambulance service staff provided a 'very clear' (70%) or 'reasonably clear' (25%) explanation of their condition and reasons for treatment. Of the remaining proportion of respondents 3% found that service staff explanations were '...just ok'. One per cent (1%) reported that 'some explanation was given but I could not understand it' (1%) or responded 'no not at all' (1%) when asked if their condition or treatment was explained in a way they could understand.

There were no significant differences between states in Australia.

In New Zealand, (94%) of respondents felt that ambulance service staff provided a 'very clear' (68%) or 'reasonably clear' (26%) explanation of their condition and reasons for treatment. A further 5% said explanations were '...just ok', 1% that 'some explanation was given but I could

not understand it', and 1% responded 'no not at all'. There were no significant differences between services in New Zealand.

No significant differences were observed when comparing Australia and New Zealand on this question.

"I was confused and the ambulance staff were very reassuring. They explained what happened and at each stage ensured I was OK. They also made me feel secure when I could not answer the simple questions they asked me." (Patient, ACT)

"I had a heart attack and they let me know clearly what was happening to me and what the tests have shown. They also explained very clearly what medication they had given me and how it may help me." (Patient, Queensland)

"I am 100 years old and legally blind and are very thankful for the wonderful paramedics who attend & also once getting to hospital they stay with me & explain everything that's going on. I am very lucky." (Carer, WA)

Table 16: Quality of the ride (Q8) - Australia

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET COMFORTABLE	NET UNCOMFORTABLE
VIC	63%	28%	7%	2%	0%	92%	2%
NSW	63%	31%	4%	1%	1%	93%	2%
QLD	65%	27%	7%	1%	0%	92%	1%
WA	65%	32%	2%	1%	0%	97%	1%
TAS	60%	32%	7%	0%	0%	92%	0%
NT	69%	26%	4%	0%	1%	95%	1%
ACT	65%	31%	3%	1%	0%	95%	2%
SA	55%	35%	7%	2%	0%	90%	2%
AUS OVERALL	63%	29%	6%	1%	0%	93%	1%

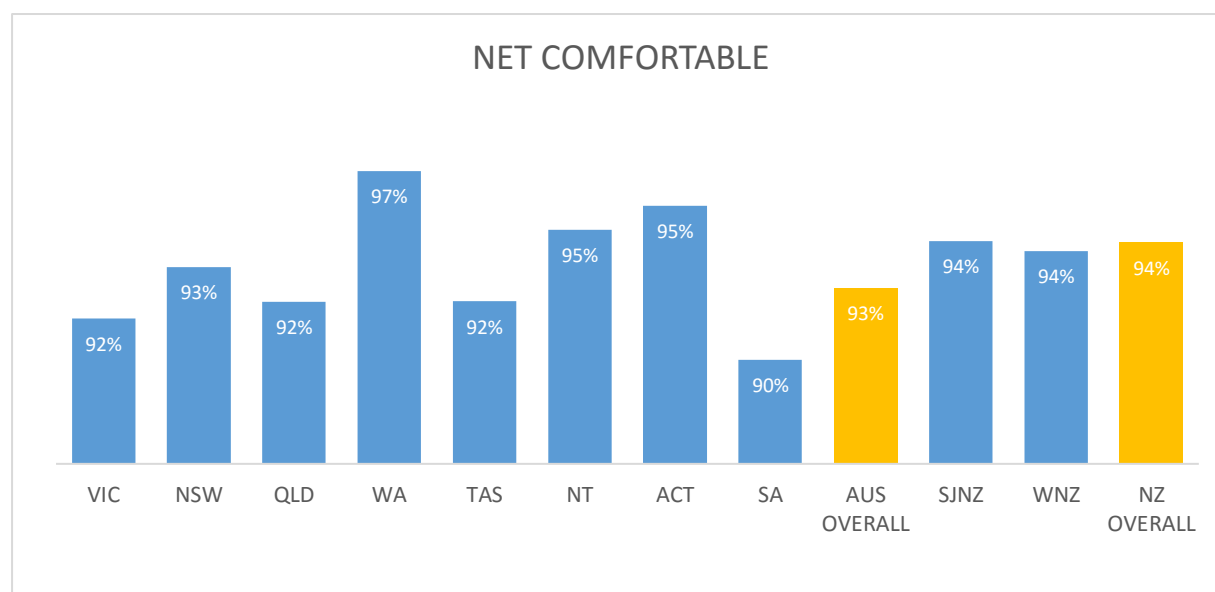
8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey? Weighted by location; base n = 2,635 (excludes 'don't know/can't recall')

Table 17: Quality of the ride (Q8) – New Zealand

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET COMFORTABLE	NET UNCOMFORTABLE
SJNZ	79%	15%	4%	1%	1%	94%	2%
WNZ	75%	19%	4%	1%	1%	94%	2%
NZ OVERALL	79%	16%	4%	1%	1%	94%	2%

8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey? Weighted by location; base n = 1,536 (excludes 'don't know/can't recall')

Chart 12: Quality of the ride (Q8) – Overview



8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey? Weighted by location; base n = 4,181 (excludes 'don't know/can't recall')

Among Australians, 63% described the ride as 'very comfortable' and a further 29% as 'comfortable' (93% NET comfortable). Only 6% described the journey as 'OK', 1% as 'uncomfortable' and 0% as 'very uncomfortable'. Results did not vary significantly by state.

Four-in-five (79%) New Zealand respondents rated the quality of the ride as 'very comfortable', and a further 16% said it was 'comfortable' (94% NET comfortable). Conversely, only 4% said their level of comfort was 'OK', 1% 'uncomfortable' and 1% 'very uncomfortable'.

Comparing Australians and New Zealanders, the NET level of comfort was consistent, but New Zealanders were significantly more likely than Australians to describe the ride as 'very comfortable' (79% compared to 63%).

The ambulance crew did everything necessary to place the patient in the most comfortable position, both when applying treatment and on the journey to hospital.
(Carer, Victoria)

"The paramedics had wonderful skills and personalities. They made me feel as comfortable as possible and drove very carefully, trying to miss as many bumps and potholes as possible. In ratings I would give everyone a score of A+++. Thanks for all your help." (Patient, ACT)

Service was second to none - the only improvement I could recommend is better suspension in the vehicles - speed humps play havoc with a patient. (Patient, Victoria)

Appendix

Appendix A: Patient Survey Questionnaire

2017 CAA Patient Experience Survey

(replacing the CAA Patient Satisfaction Survey)

Q1 Is the person completing this survey:

The patient that was transported	A relative, or carer of the patient.
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If you are completing the survey on behalf of the patient, where ever possible the questions should be answered from the patient's perspective. However, some questions may relate more to your experience and can be answered from your perspective.

Thinking about your call to the Ambulance Service

Q2 Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker?

Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be
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Don't know / Can't Recall

Q3 Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with?

Very helpful & reassuring	Helpful & reassuring	Ok	Not helpful & not reassuring	Very un-helpful & not at all reassuring
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Don't know / Can't Recall

Remembering back to your experience during the Ambulance Service arrival and transfer

Q4 Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive?

Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be
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Don't know / Can't Recall

Q5 Could you rate how you felt about the level of care provided to you by the ambulance paramedics?

Very Good	Good	Ok	Poor	Very Poor
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Don't know / Can't Recall

Q6 How would you rate the level of trust and confidence you had in the ambulance services staff and their ability to provide quality care and treatment?

Very high level of confidence	High level of confidence	Confident	Low level of confidence	Very low level of confidence
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Don't know / Can't Recall

Q7 Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing?

A very clear and thorough explanation of my condition & reasons for treatment were provided	A reasonably clear explanation of my condition & reasons for treatment were provided	Explanation of condition & treatment were just ok	Some explanation was given but I could not understand it	No not at all
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Don't know / Can't Recall

Q8 Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey?

Very Comfortable	Comfortable	Ok	Uncomfortable	Very Uncomfortable
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Don't know / Can't Recall

Now think about your overall experience with the Ambulance Service

Q9 Considering all circumstances, if you had an emergency in your home, what do you feel would be a reasonable time to wait for an ambulance to arrive?

No of minutes

Q10 Please rate how satisfied were you overall with your last experience using the Ambulance Service.

Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied
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Don't know / Can't Say

Q11 In a couple of sentences could you please explain why you gave this rating? Please include any positive feedback as well as how you feel we could do better for our patients.

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And finally a few quick questions about you.

Q12 Gender

Male	Female	Other
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Q13 Please select the age group you (the patient) falls into.

20 years and under	21-30 years	31-40 years
41-50 years	51-60 years	61-70 years
71-80 years	81-90 years	91 years +

Q14 How many times have you (the patient) used the Ambulance Service in the last 12 months?

Once	Between 2-5 times	More than 5 times
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Q15 What is your (the patient's) postcode?

Postcode _____

Appendix B: Detailed tables

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

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very satisfied	81%	82%	79%	82%	0%	80%	82%	84%	80%	66%	72%	74%	76%	85%	84%	83%	81%
	1669	569	988	1191	0	1042	956	152	56	50	81	140	251	449	535	499	118
Satisfied	16%	16%	18%	15%	100%	17%	16%	13%	10%	29%	16%	22%	20%	14%	14%	16%	19%
	335	119	225	221	1	225	190	25	17	21	20	37	60	83	89	89	29
Neither satisfied, nor dissatisfied	1%	1%	1%	1%	0%	1%	1%	0%	8%	0%	2%	1%	2%	1%	1%	1%	0%
	26	5	13	18	0	12	16	1	5	0	3	2	6	4	7	3	1
Dissatisfied	1%	0%	1%	1%	0%	1%	1%	2%	1%	5%	2%	1%	1%	1%	1%	0%	0%
	21	5	11	15	0	11	12	3	2	3	1	2	3	4	6	4	0
Very dissatisfied	1%	1%	1%	1%	0%	1%	0%	1%	1%	0%	7%	2%	1%	0%	0%	0%	0%
	11	6	8	9	0	10	4	2	2	0	6	4	2	0	0	2	1
NET SATISFIED	97%	98%	98%	97%	100%	98%	98%	97%	90%	95%	89%	96%	96%	99%	98%	99%	100%
	2004	688	1213	1412	1	1267	1146	177	73	71	101	177	311	532	624	588	147
NET DISSATISFIED	2%	1%	1%	2%	0%	2%	1%	3%	2%	5%	9%	3%	2%	1%	1%	0%	0%
	32	11	19	24	0	21	16	5	4	3	7	6	5	4	6	6	1

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very satisfied	87%	84%	87%	87%	80%	74%	73%	81%	81%	88%	90%	92%	86%
	1355	127	615	820	13	34	56	65	147	298	458	313	62
Satisfied	10%	11%	10%	10%	7%	18%	23%	14%	15%	8%	8%	7%	11%
	150	13	68	88	4	4	12	7	22	32	42	24	8
Neither satisfied, nor dissatisfied	2%	2%	2%	2%	12%	7%	0%	4%	2%	2%	1%	1%	3%
	29	2	13	17	2	2	0	3	4	7	6	4	2
Dissatisfied	1%	1%	1%	1%	2%	0%	3%	1%	1%	2%	0%	0%	0%
	13	1	7	6	1	0	1	2	3	4	0	0	0
Very dissatisfied	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%
	11	1	5	5	0	1	2	0	1	0	4	3	0
NET SATISFIED	97%	95%	96%	98%	87%	92%	96%	95%	96%	96%	98%	99%	97%
	1505	140	683	908	17	38	68	72	169	330	500	337	70

Q2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Much quicker than I thought it would be	46%	37%	40%	46%	0%	43%	42%	47%	43%	36%	37%	40%	40%	47%	43%	45%	41%
	807	258	463	568	0	457	479	78	24	24	33	58	104	223	261	246	59
A little quicker than I thought it would be	21%	23%	24%	20%	0%	21%	22%	25%	17%	23%	19%	19%	21%	21%	25%	22%	21%
	407	152	277	268	0	247	249	45	10	12	20	31	59	103	152	128	33
About what I thought it would be	29%	35%	32%	30%	100%	31%	32%	23%	34%	31%	32%	32%	33%	29%	29%	30%	33%
	563	244	371	412	1	367	363	48	32	20	30	54	85	147	176	188	49
A little slower than I thought it would be	3%	3%	3%	4%	0%	4%	3%	5%	5%	6%	8%	6%	5%	3%	2%	2%	5%
	52	21	26	44	0	31	28	9	3	3	8	9	13	13	7	9	7
Much slower than I thought it would be	1%	1%	1%	1%	0%	1%	1%	0%	0%	3%	3%	4%	1%	1%	1%	0%	0%
	17	8	13	12	0	11	14	0	0	2	2	4	2	4	8	3	0
NET QUICKER	67%	60%	65%	66%	0%	64%	64%	72%	61%	59%	56%	59%	61%	68%	68%	67%	62%
	1214	410	740	836	0	704	728	123	34	36	53	89	163	326	413	374	92
NET SLOWER	4%	5%	4%	5%	0%	5%	4%	5%	5%	9%	11%	10%	6%	3%	3%	2%	5%
	69	29	39	56	0	42	42	9	3	5	10	13	15	17	15	12	7

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Much quicker than I thought it would be	36%	25%	32%	37%	55%	43%	36%	26%	38%	37%	35%	33%	37%
	289	17	113	188	6	12	15	13	35	66	90	56	11
A little quicker than I thought it would be	19%	20%	19%	20%	36%	29%	24%	22%	14%	20%	20%	17%	20%
	155	14	67	101	4	8	10	11	13	35	52	29	6
About what I thought it would be	29%	42%	35%	27%	9%	11%	21%	44%	25%	29%	31%	38%	30%
	234	29	124	138	1	3	9	22	23	51	79	64	9
A little slower than I thought it would be	9%	10%	9%	9%	0%	11%	7%	4%	18%	7%	10%	9%	3%
	72	7	31	48	0	3	3	2	17	13	25	15	1
Much slower than I thought it would be	6%	3%	5%	6%	0%	7%	12%	4%	5%	7%	5%	4%	10%
	48	2	18	32	0	2	5	2	5	12	13	6	3
NET QUICKER	56%	45%	51%	57%	91%	71%	60%	48%	52%	57%	55%	50%	57%
	444	31	180	289	10	20	25	24	48	101	142	85	17
NET SLOWER	15%	13%	14%	16%	0%	18%	19%	8%	24%	14%	15%	12%	13%
	120	9	49	80	0	5	8	4	22	25	38	21	4

Q3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very helpful & reassuring	62%	68%	62%	65%	0%	59%	66%	69%	70%	62%	45%	48%	66%	63%	63%	69%	60%
	1034	417	657	752	0	567	703	118	36	29	37	75	154	280	357	364	77
Helpful & reassuring	30%	24%	29%	27%	100%	32%	26%	23%	21%	24%	39%	35%	22%	31%	30%	25%	35%
	519	188	325	361	1	346	291	45	21	16	37	44	59	144	170	144	53
OK	8%	7%	7%	7%	0%	9%	6%	6%	8%	14%	12%	16%	12%	6%	6%	6%	6%
	153	56	97	104	0	100	86	14	8	7	11	21	31	42	36	36	11
Not helpful & not reassuring	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%
	13	6	11	8	0	3	14	2	2	0	0	1	2	3	9	2	0
Very un-helpful & not at all reassuring	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	3%	0%	1%	0%	0%	0%	0%
	4	0	2	2	0	1	2	1	0	0	2	0	1	0	0	1	0
NET HELPFUL	92%	92%	92%	92%	100%	91%	92%	92%	91%	86%	84%	83%	88%	93%	93%	94%	94%
	1553	605	982	1113	1	913	994	163	57	45	74	119	213	424	527	508	130
NET UNHELPFUL	1%	0%	1%	1%	0%	0%	1%	2%	0%	0%	3%	1%	1%	1%	1%	0%	0%
	17	6	13	10	0	4	16	3	2	0	2	1	3	3	9	3	0

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very helpful & reassuring	81%	84%	80%	84%	88%	69%	68%	91%	71%	85%	82%	87%	75%
	669	98	302	444	4	18	26	38	68	163	228	175	30
Helpful & reassuring	12%	12%	13%	11%	0%	17%	20%	8%	15%	10%	13%	8%	24%
	96	12	51	52	0	3	6	7	15	19	31	16	5
OK	4%	1%	4%	3%	6%	15%	2%	1%	8%	5%	1%	4%	0%
	34	2	16	19	1	2	2	1	7	6	7	9	0
Not helpful & not reassuring	1%	4%	2%	1%	0%	0%	10%	0%	4%	0%	1%	1%	1%
	10	3	6	5	0	0	3	0	4	1	1	2	1
Very un-helpful & not at all reassuring	2%	0%	1%	1%	6%	0%	0%	0%	1%	0%	3%	1%	0%
	11	0	5	5	1	0	0	0	2	1	3	3	0
NET HELPFUL	93%	96%	92%	95%	88%	85%	88%	99%	86%	95%	95%	94%	99%
	765	110	353	496	4	21	32	45	83	182	259	191	35
NET UNHELPFUL	3%	4%	4%	2%	6%	0%	10%	0%	5%	0%	4%	2%	1%
	21	3	11	10	1	0	3	0	6	2	4	5	1

Q4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Much quicker than I thought it would be	39%	28%	32%	39%	0%	37%	34%	39%	34%	27%	32%	33%	33%	37%	38%	39%	34%
	729	196	385	517	0	425	401	61	19	20	30	55	100	182	234	214	48
A little quicker than I thought it would be	24%	27%	25%	25%	0%	24%	27%	21%	24%	24%	22%	26%	25%	24%	24%	28%	24%
	480	177	309	331	0	296	298	43	17	15	23	38	79	117	166	152	35
About what I thought it would be	30%	35%	35%	28%	100%	30%	33%	33%	18%	35%	31%	31%	30%	35%	31%	29%	35%
	598	240	415	399	1	377	366	63	19	26	29	58	94	173	186	178	53
A little slower than I thought it would be	4%	7%	5%	5%	0%	6%	4%	6%	18%	14%	9%	6%	5%	4%	5%	3%	5%
	95	50	59	82	0	77	50	10	15	8	11	12	19	24	25	19	9
Much slower than I thought it would be	2%	3%	3%	3%	0%	4%	2%	1%	7%	0%	5%	4%	7%	2%	2%	1%	2%
	57	25	41	41	0	49	28	3	8	1	7	10	15	14	14	10	3
NET QUICKER	63%	55%	57%	64%	0%	61%	61%	60%	57%	51%	54%	59%	58%	60%	62%	66%	58%
	1209	373	694	848	0	721	699	104	36	35	53	93	179	299	400	366	83
NET SLOWER	7%	10%	8%	8%	0%	10%	6%	7%	25%	14%	14%	10%	12%	5%	7%	4%	7%
	152	75	100	123	0	126	78	13	23	9	18	22	34	38	39	29	12

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Much quicker than I thought it would be	39%	25%	37%	39%	41%	30%	31%	24%	35%	38%	39%	43%	42%
	556	35	236	338	9	15	21	18	60	120	182	128	26
A little quicker than I thought it would be	19%	24%	21%	20%	17%	26%	21%	16%	18%	20%	20%	20%	28%
	285	32	134	176	5	11	14	14	27	64	99	62	16
About what I thought it would be	31%	35%	32%	30%	42%	27%	32%	50%	26%	32%	32%	30%	26%
	446	54	227	252	5	7	16	33	42	97	153	109	18
A little slower than I thought it would be	6%	8%	6%	7%	0%	15%	9%	8%	14%	5%	4%	6%	3%
	109	13	49	70	0	5	5	4	27	20	33	23	2
Much slower than I thought it would be	4%	7%	4%	4%	0%	2%	7%	1%	7%	5%	5%	2%	1%
	71	8	29	46	0	2	6	2	10	18	24	8	3
NET QUICKER	59%	49%	58%	59%	58%	56%	52%	41%	53%	58%	59%	63%	70%
	841	67	370	514	14	26	35	32	87	184	281	190	42
NET SLOWER	10%	16%	10%	11%	0%	17%	16%	9%	21%	10%	9%	7%	4%
	180	21	78	116	0	7	11	6	37	38	57	31	5

Q9. Considering all circumstances, if you had an emergency in your home, what do you feel would be a reasonable time to wait for an ambulance to arrive?

AUSTRALIA	Respondent		Gender			Usage			Age								
	The patient that was transported	A relative, or carer of the patient	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Average	16	14	15	15	5	15	15	14	12	16	12	14	14	15	15	16	17
Standard Deviation	8	6	8	8		8	8	6	6	10	7	8	8	8	8	8	7
Minimum	1	1	1	1	5	2	1	2	4	3	2	1	1	1	1	5	3
25th Percentile	10	10	10	10	5	10	10	10	10	10	8	10	10	10	10	10	10
Median	15	13	15	15	5	15	15	13	10	15	10	12	13	15	15	15	15
75th Percentile	20	15	20	20	5	20	20	15	15	20	18	20	15	18	20	20	20
Maximum	120	45	120	90	5	120	60	45	45	60	40	120	60	65	90	60	60
Interquartile Range	10	5	10	10	0	10	10	5	5	10	10	10	5	8	10	10	10

Q5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very good	87%	87%	87%	87%	0%	86%	89%	83%	81%	77%	80%	81%	84%	89%	91%	88%	85%
	1793	617	1082	1270	0	1124	1047	153	64	57	90	152	275	482	578	529	127
Good	10%	11%	11%	10%	100%	11%	9%	13%	11%	16%	8%	14%	12%	8%	8%	11%	15%
	202	75	130	137	1	134	104	24	12	14	10	23	37	43	45	61	24
OK	2%	1%	1%	2%	0%	2%	1%	3%	5%	2%	3%	2%	3%	2%	1%	1%	0%
	34	9	19	24	0	21	17	4	3	1	4	6	8	10	7	4	0
Poor	1%	0%	0%	1%	0%	1%	0%	0%	0%	3%	3%	2%	0%	0%	0%	0%	0%
	10	3	3	9	0	6	6	0	0	2	2	2	1	2	2	0	1
Very poor	1%	1%	1%	1%	0%	1%	0%	1%	3%	2%	6%	2%	1%	0%	0%	0%	0%
	15	5	11	9	0	10	7	3	4	1	5	3	2	2	1	2	0
NET GOOD	97%	98%	98%	97%	100%	97%	98%	96%	92%	93%	88%	95%	96%	97%	99%	99%	100%
	1995	692	1212	1407	1	1258	1151	177	76	71	100	175	312	525	623	590	151
NET POOR	1%	1%	1%	1%	0%	1%	1%	1%	3%	5%	8%	3%	1%	1%	0%	0%	0%
	25	8	14	18	0	16	13	3	4	3	7	5	3	4	3	2	1

Q6. How would you rate the level of trust and confidence you had in the ambulance services staff and their ability to provide quality care and treatment?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very high level of confidence	68%	70%	69%	68%	0%	69%	68%	75%	75%	55%	63%	68%	69%	70%	70%	67%	68%
	1419	495	870	997	0	906	811	132	57	44	71	126	230	385	451	401	99
High level of confidence	24%	22%	23%	23%	0%	22%	25%	19%	15%	28%	18%	20%	23%	22%	24%	26%	22%
	473	154	278	332	0	281	278	39	17	21	23	37	69	113	145	150	38
Confident	7%	7%	7%	7%	0%	7%	6%	6%	9%	12%	12%	9%	6%	6%	5%	6%	10%
	136	49	83	97	0	82	83	10	5	9	12	17	19	33	34	41	13
Low level of confidence	1%	1%	0%	1%	100%	1%	1%	0%	0%	5%	3%	2%	2%	1%	1%	0%	0%
	18	5	7	15	1	14	8	1	1	2	3	2	5	3	4	2	1
Very low level of confidence	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	4%	2%	1%	0%	0%	0%	0%
	8	7	8	6	0	7	5	2	2	0	3	3	2	1	1	2	0
NET HIGH LEVEL OF CONFIDENCE	92%	92%	92%	92%	0%	91%	93%	93%	90%	83%	81%	88%	92%	93%	94%	93%	90%
	1892	649	1148	1329	0	1187	1089	171	74	65	94	163	299	498	596	551	137
NET LOW LEVEL OF CONFIDENCE	1%	2%	1%	2%	100%	2%	1%	1%	1%	5%	7%	3%	3%	1%	1%	0%	0%
	26	12	15	21	1	21	13	3	3	2	6	5	7	4	5	4	1

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very high level of confidence	85%	85%	86%	85%	70%	85%	74%	67%	82%	83%	91%	87%	86%
	613	64	288	345	7	11	17	16	65	127	227	142	31
High level of confidence	11%	11%	9%	13%	10%	8%	22%	29%	10%	13%	7%	12%	11%
	80	8	29	54	1	1	5	7	8	20	18	19	4
Confident	2%	3%	4%	1%	20%	8%	0%	4%	4%	2%	2%	1%	3%
	14	2	12	4	2	1	0	1	3	3	4	1	1
Low level of confidence	1%	1%	1%	1%	0%	0%	4%	0%	3%	1%	0%	1%	0%
	5	1	2	3	0	0	1	0	2	1	0	1	0
Very low level of confidence	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%
	5	0	4	1	0	0	0	0	1	2	1	1	0
NET HIGH LEVEL OF CONFIDENCE	97%	96%	95%	98%	80%	92%	96%	96%	92%	96%	98%	98%	97%
	693	72	317	399	8	12	22	23	73	147	245	161	35
NET LOW LEVEL OF CONFIDENCE	1%	1%	2%	1%	0%	0%	4%	0%	4%	2%	0%	1%	0%
	10	1	6	4	0	0	1	0	3	3	1	2	0

Q7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
A very clear and thorough explanation of my condition & reasons for treatment were provided	70%	69%	68%	71%	0%	69%	70%	75%	70%	57%	64%	76%	69%	73%	71%	69%	65%
	1401	451	829	974	0	870	783	131	53	45	70	133	224	376	427	390	88
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	25%	26%	26%	24%	0%	26%	25%	20%	23%	38%	24%	19%	26%	23%	26%	26%	25%
	502	187	315	357	0	310	310	40	21	24	27	32	78	128	162	155	44
Explanation of condition & treatment were just ok	3%	2%	3%	3%	100%	3%	3%	5%	3%	5%	6%	2%	2%	2%	2%	4%	7%
	63	18	39	41	1	35	37	8	3	3	5	6	6	11	15	23	9
Some explanation was given but I could not understand it	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%
	13	9	12	10	0	12	9	1	3	0	1	3	2	3	1	7	2
No not at all	1%	1%	2%	1%	0%	2%	1%	0%	3%	0%	5%	3%	2%	2%	0%	0%	1%
	22	10	12	19	0	16	14	1	1	1	4	4	6	7	4	3	2
NET CLEAR & THOROUGH	95%	95%	95%	95%	0%	95%	95%	95%	93%	95%	88%	95%	95%	95%	97%	95%	90%
	1903	638	1144	1331	0	1180	1093	171	74	69	97	165	302	504	589	545	132
NET UNCLEAR	2%	3%	2%	2%	0%	2%	2%	0%	4%	0%	6%	3%	3%	2%	1%	1%	2%
	35	19	24	29	0	28	23	2	4	1	5	7	8	10	5	10	4

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
A very clear and thorough explanation of my condition & reasons for treatment were provided	68%	62%	66%	69%	61%	53%	70%	79%	71%	72%	69%	62%	62%
	1028	89	456	626	13	26	46	60	121	242	343	199	39
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	26%	30%	28%	24%	20%	34%	22%	18%	24%	21%	25%	31%	35%
	382	40	188	217	4	11	15	14	39	71	129	103	22
Explanation of condition & treatment were just ok	5%	4%	5%	5%	10%	11%	4%	3%	5%	4%	4%	6%	1%
	59	7	28	37	2	2	3	1	8	12	15	20	2
Some explanation was given but I could not understand it	1%	1%	1%	0%	10%	1%	1%	0%	0%	1%	0%	1%	0%
	13	2	9	5	2	1	1	0	1	2	3	3	0
No not at all	1%	2%	1%	1%	0%	0%	3%	1%	0%	1%	1%	0%	3%
	12	2	5	8	0	0	1	1	1	3	4	2	1
NET CLEAR & THOROUGH	94%	92%	93%	94%	80%	88%	92%	96%	94%	94%	95%	92%	97%
	1410	129	644	843	17	37	61	74	160	313	472	302	61
NET UNCLEAR	2%	4%	2%	2%	10%	1%	4%	1%	0%	2%	2%	1%	3%
	25	4	14	13	2	1	2	1	2	5	7	5	1

Q8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey?

AUSTRALIA	Respondent		Gender			Usage			Age								
	Patient	Relative or carer	Male	Female	Other	Once	Between 2 and 5 times	More than 5 times	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very comfortable	64%	61%	62%	65%	0%	66%	61%	61%	70%	56%	66%	66%	64%	63%	66%	58%	65%
	1283	374	737	882	0	806	689	102	50	43	72	120	191	326	386	336	91
Comfortable	28%	34%	31%	28%	0%	27%	31%	31%	26%	25%	26%	24%	29%	28%	29%	34%	28%
	597	208	378	400	0	348	353	67	22	21	30	45	92	152	187	186	43
OK	6%	4%	6%	6%	100%	5%	6%	8%	0%	14%	4%	7%	5%	8%	4%	7%	7%
	118	28	69	74	1	57	71	14	1	9	4	11	12	31	29	37	11
Uncomfortable	1%	1%	1%	1%	0%	1%	1%	1%	0%	5%	1%	4%	1%	1%	1%	1%	0%
	21	5	10	15	0	13	11	1	1	2	1	4	3	3	6	5	0
Very uncomfortable	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	3%	0%	1%	0%	0%	0%	0%
	8	3	8	2	0	7	3	0	4	0	3	1	1	1	0	0	0
NET COMFORTABLE	92%	95%	92%	93%	0%	93%	92%	92%	96%	81%	92%	89%	94%	92%	95%	93%	93%
	1880	582	1115	1282	0	1154	1042	169	72	64	102	165	283	478	573	522	134
NET UNCOMFORTABLE	2%	1%	1%	2%	0%	2%	1%	1%	4%	5%	4%	4%	2%	1%	1%	1%	0%
	29	8	18	17	0	20	14	1	5	2	4	5	4	4	6	5	0

NEW ZEALAND	Respondent		Gender		Age								
	Patient	Relative or carer	Male	Female	20 years and under	21 - 30 years	31 - 40 years	41 - 50 years	51 - 60 years	61 - 70 years	71 - 80 years	81 - 90 years	91 years+
Very comfortable	80%	69%	78%	78%	58%	55%	58%	74%	72%	78%	83%	81%	80%
	1102	86	498	644	10	25	40	47	116	252	362	246	52
Comfortable	15%	23%	16%	15%	32%	13%	32%	22%	18%	14%	13%	16%	17%
	230	28	112	139	7	3	15	13	27	48	74	57	9
OK	4%	7%	4%	4%	9%	19%	8%	4%	10%	4%	1%	3%	3%
	56	5	22	39	1	4	4	2	16	11	11	10	2
Uncomfortable	1%	1%	1%	1%	0%	12%	1%	0%	0%	2%	1%	1%	0%
	14	1	6	9	0	2	1	0	0	4	5	2	1
Very uncomfortable	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%
	14	0	6	8	1	0	1	0	2	3	5	2	0
NET COMFORTABLE	94%	92%	94%	94%	90%	69%	91%	96%	89%	93%	96%	96%	97%
	1332	114	610	783	17	28	55	60	143	300	436	303	61
NET UNCOMFORTABLE	2%	1%	2%	2%	1%	12%	1%	0%	0%	3%	2%	1%	0%
	28	1	12	17	1	2	2	0	2	7	10	4	1