



Patient Experience Survey

Final report

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Executive Summary

Between June and September 2018, Australian 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 replicated the previous waves of the study, using an 'experience' model questionnaire. Australian service members used a standardised questionnaire, 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 2018, satisfaction amongst recent users of Ambulance services in Australia remained very high. Nearly all (98%) of recent service users in Australia reported being either 'very satisfied' or 'satisfied' with their most recent experience. This figure represented a one percent increase on 2017 results and resulted from five of the eight Australian services experiencing a slight increase in NET Satisfaction. The 98% NET Satisfaction replicates the findings from the 2015 and 2016 iterations of the survey.

There was little disparity between service providers when compared against 2017 findings, the exception being Northern Territory whom recorded a decrease in overall satisfaction from 97% in 2017 to 92%. It is worth noting that the comparatively smaller sample size recorded in the Northern Territory may have contributed to the extent of the fluctuation in Overall Satisfaction within the Territory.

In New Zealand, overall satisfaction was much the same as in Australia, 97% of respondents indicating they were either 'very satisfied' or 'satisfied'. There was little disparity between the St John and Wellington Free Ambulance Services.

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.

98%

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

Experience with calling the ambulance service

Experiences with call takers in 2018 are largely consistent with those from last year's study. Like in 2017, two-thirds (64%) of Australians reported that calls were connected quicker than expected and 91% of the same population found the call takers to be helpful and reassuring.

Results would indicate that patients have more generous expectations when it comes to being connected to a call taker. For the second consecutive year patients responding to the survey were significantly more likely to respond that they were connected 'quicker than expected' than relatives or carers who completed the survey.

Respondents appeared generally satisfied with the assistance that call takers in both Australia and New Zealand were able to provide.

Nine-in-ten Australian respondents (91%) found the service provided by the call taker to be 'very helpful and reassuring' or 'helpful and reassuring'. In New Zealand, 93% of respondents indicated the call handler was helpful and reassuring – this replicated 2017 results.

Experience with waiting for an ambulance

In Australia, for the second consecutive year, three-in-five respondents (61%) felt that the ambulance arrived quicker than they had expected. A further third (30%) reported that the time taken to arrive was 'about what they had expected'. The remaining 9% indicated that the time to ambulance arrival was slower than they had anticipated.

When comparing services across Australia, the Northern Territory was the poorest performer when it came to waiting for an ambulance. One-in-five service users (19%) from the NT indicated that the ambulance arrived slower than expected – significantly more than the rest of Australia.

Once more, relatives/carers appeared to have more demanding expectations on wait times – a significantly greater proportion of relatives/carers stated the ambulance arrived 'slower than expected' than patients.

New Zealand patients recorded similar experiences when it came to waiting for an ambulance to arrive. As was the case in 2017, 58% of service users stated that they felt the ambulance arrived 'much quicker than I thought' or 'a little quicker than I thought'. St John service users reported more positive experiences with ambulance wait times when compared against Wellington service users.

On average, Australian service users indicated that 15.2 minutes was a reasonable time to wait for an ambulance and the median time for all services was 15 minutes. For the second consecutive year respondents from the ACT specified the shortest expected wait time with an average of 12.2 minutes. At the other end of the scale, Tasmanians had the longest 'reasonable wait times' at 18.1 minutes. Interestingly, less frequent users of the ambulance services generally felt that the ambulance should arrive in a shorter time period than more regular service users.

64%

of Australian service users were connected quicker than they expected

91%

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

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

Ratings of care provided was positive in all States/Territories. Ninety-eight (98%) of respondents in Australia reported that the care they were provided was 'good' or 'very good'. Like in 2017, only 1% of all respondents indicated that they felt the level of care provided to them was 'poor' or 'very poor'. There was little disparity in results between service providers. Older respondents reported better experiences with the provision of care, significantly more respondents aged over 50 rated their care as 'good' or 'very good' than respondents aged under 50.

Trust and confidence in the ability of the staff to provide quality care was also high, with 93% of respondents reporting 'high' or 'very high' confidence in the service staff. Results in New Zealand were significantly higher than those in Australia - 97% of St John New Zealand service users indicated they had a 'very high' or 'high' level of confidence in ambulance staff.

Ninety-five percent of 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. These results were consistent with those observed in 2017.

In New Zealand, experiences with service staff explanations were much the same as in Australia - 95% of service users stated that the service staff were 'very' or 'reasonably' clear and thorough with their explanations.

Experiences regarding comfort during the ambulance journey remained unchanged since last year's study among all respondents. For consecutive years, 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 95% of respondents reported being 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.

98%

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

93%

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 Survey since 2002 in Australia and 2007 in New Zealand. The 2018 Patient Experience Survey replicates the 2017 survey and evaluates recent service users experience with the service. This is the second iteration of the study since the survey tool was adapted from a 'Satisfaction Model' to an 'Experience Model' survey in 2017. 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 2018 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.

The consistent methodology and format of the survey tool allows for 2018 results to be compared with results derived from the 2017 survey. A time series breakdown of Overall Satisfaction has also been provided.

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.

Emergency incidents	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.
Urgent incidents	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. The fieldwork period differed amongst the services, though all responses within Australia were received between June and September 2018.

New Zealand data collection methods differ in that surveys are run throughout the year. For the sake of reporting a robust sample size, multiple 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. Responses that did not indicate if they were the ‘patient’ or ‘relative/carer of the patient’ were removed from the survey. Response rates for all Australian Services and the margin of error for a 95% confidence interval are outlined below.

	Total responses	2018 Response Rate	2017 Response Rate	2018 Confidence Interval (+/-)
Victoria	537	41%	36%	4.2%
Tasmania	441	34%	33%	4.6%
New South Wales	389	30%	31%	5.0%
ACT	385	30%	29%	5.0%
Queensland	368	28%	21%	5.1%
Western Australia	251	19%	25%	6.2%
Northern Territory	157	12%	13%	7.8%
South Australia	255	20%	28%	6.1%
Australia Total	2528	28%	32%	1.9%
St John	861	-	-	3.3%
Wellington	358	-	-	5.2%
New Zealand Total	1219	-	-	2.8%

* 2017/18 Australian response rates assume effective mail-out size n=1300

2.2 How to interpret this report

The following report details findings for all patient experience surveys completed in 2018. 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 tables and charts for 2018 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) are not displayed in charts but have been noted in the commentary. However, very few significant differences emerged, and results were largely consistent across key variables, so few differences have been noted.

Tests of significance were conducted at a national level 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. 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.

To better represent the total patient population of each state and territory the Australian and New Zealand Overall figures have been weighted according to the 2016/17 Road and Air Patient population. Using this population data the results of services were weighted up or down to reflect the population that used a service in 2016/17. This process is consistent with that applied to previous reports. Demographic data has not been weighted.

2.3 Description of survey sample

Responses relating to patient demography for 2018 are outlined below in Figure 1 through to Figure

Figure 1. Gender

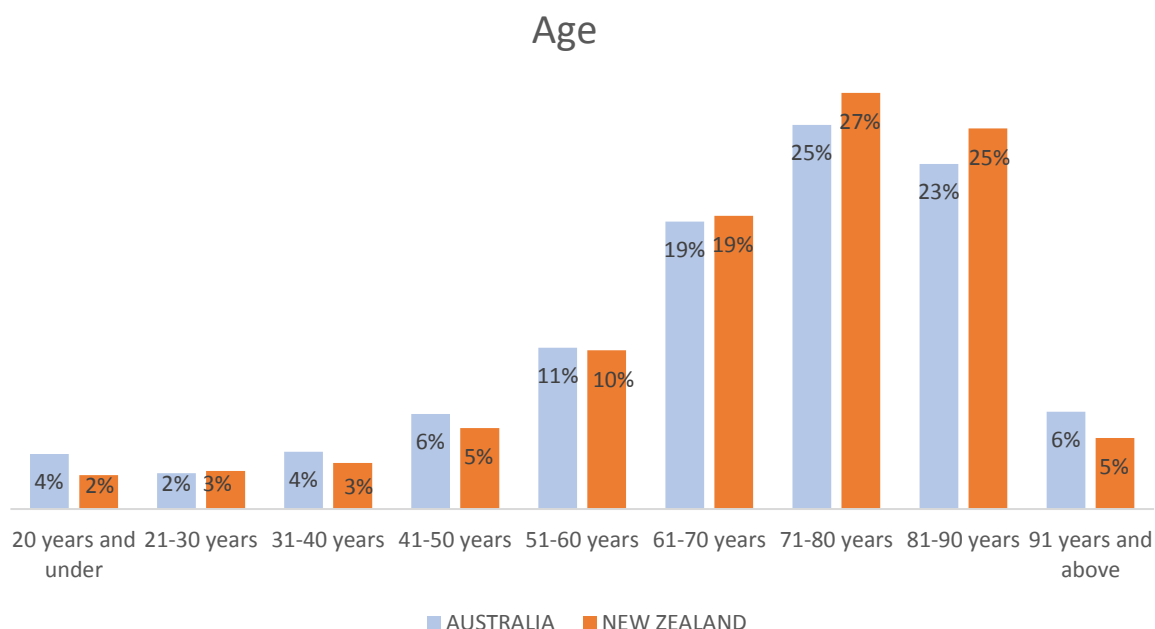


4.

Base n (Australia) = 2704; (New Zealand) = 1180 (excludes 'missing')

In both Australia and New Zealand, more females participated in the survey than males (55% females compared to 45% males in Australia and 57% females versus 43% males in New Zealand).

Figure 2. Age



Base n (Australia) = 2711; (New Zealand) = 1187 (excludes 'missing')

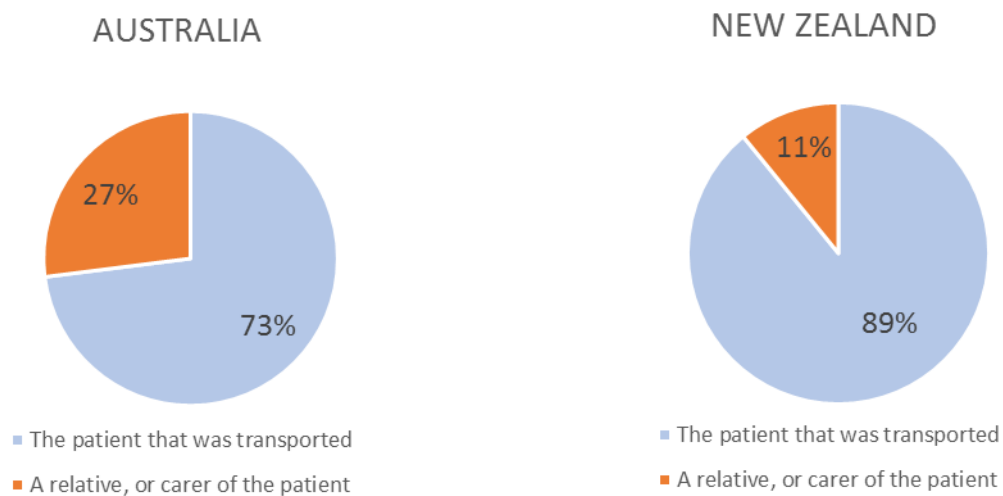
In both Australia and New Zealand, respondents tended to fall into older age categories. In Australia, 83% were aged 51 and over, while 17% were aged 50 or under. Similarly, in New Zealand 87% of respondents were aged 51 years and above and 13% were aged 50 years or younger. Respondents

aged between 71 to 80 years accounted for the highest proportion of total respondents in both Australia (25%) and New Zealand (27%), closely followed by those aged 81 to 90 years (22% and 25% respectively).

The age composition varied slightly between services, the Northern Territory, Queensland and the Australian Capital Territory had the oldest profiles with at least 20% of their respondents being made up of service users aged 51 years of older. Comparatively, only 9% of Western Australians, 11% of Victorians and 12% of respondents from New South Wales were aged over 50.

St John Ambulance had an older population - patients who responded to the survey were significantly more likely than Wellington Free Ambulance patients to be aged over 51 (88% compared to 79%).

Figure 3. Person completing the survey



1. Is the person completing the survey?

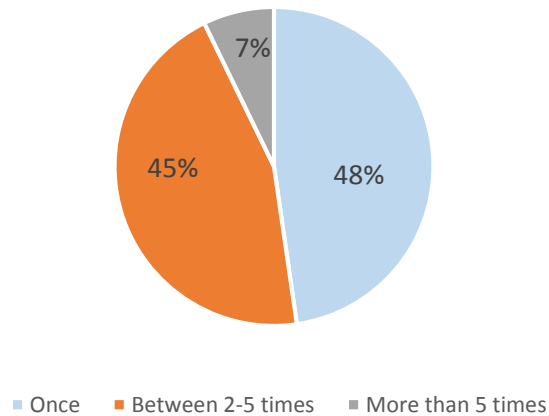
Base n (Australia) = 2783; (New Zealand) = 1219 (excludes 'missing')

There was a significant difference in terms of person completing the survey between Australia and New Zealand. In Australia, over a quarter of surveys were completed by a relative or carer of the patient (27%), significantly more than in New Zealand (11%).

Results were largely consistent between services in both countries.

Figure 4. Frequency of usage in the last 12 months

FREQUENCY OF USAGE IN AUSTRALIA



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

Base n (Australia) = 2679; (excludes 'missing')

Most commonly, Australian respondents reported using the ambulance service once in the last 12 months (47%), with a further 46% using it 'between two and five times', the remaining 9% indicating they had used the ambulance service 'more than five times' in the last year.

The findings varied between services. Those in the Northern Territory were the most likely to say they had only used the service once in the last 12 months (58%). Conversely, those in New South Wales were significantly more likely to say they had used the ambulance service twice or more (62%) than all other services except for Queensland.

This question was not asked in New Zealand.

3. Findings

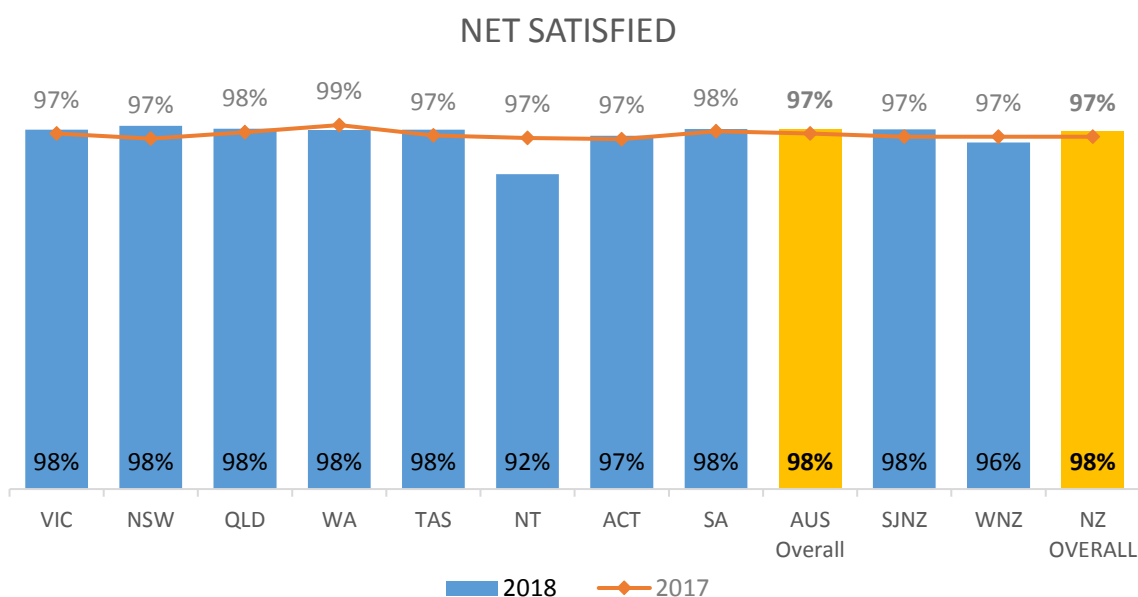
3.1 Overall satisfaction

Table 1. Overall satisfaction (Q10) – Australia

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET SATISFIED	NET DISSATISFIED
VIC	81%	17%	1%	1%	0%	98%	1%
NSW	82%	16%	1%	1%	1%	98%	1%
QLD	80%	18%	1%	1%	0%	98%	1%
WA	83%	15%	1%	0%	1%	98%	1%
TAS	85%	13%	1%	1%	0%	98%	1%
NT	76%	16%	5%	2%	1%	92%	3%
ACT	82%	15%	1%	1%	1%	97%	2%
SA	81%	16%	2%	1%	0%	98%	1%
AUS OVERALL	81%	16%	1%	1%	0%	98%	1%
SJNZ	88%	10%	1%	0%	0%	98%	1%
WNZ	87%	9%	3%	1%	1%	96%	1%
NZ OVERALL	88%	10%	2%	0%	0%	98%	1%

10. How satisfied were you overall with your last experience using the Ambulance Service?
 Base n (Australia) = 2722; n (New Zealand) = 1173 (excludes 'missing', 'don't know/can't say')

Figure 5. Overall satisfaction (Q10) – Key Findings



10. How satisfied were you overall with your last experience using the Ambulance Service?
 Base n (Australia) = 2722; (New Zealand) = 1173 (excludes 'missing', '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 six of the eight Australian services 98% of respondents reported being either ‘very satisfied’ or ‘satisfied’ with their overall experience. Of the two services that did not record a 98% positive satisfaction score, the ACT had the next highest at 97%. Overall Satisfaction in the remaining service, the Northern Territory, was significantly lower – 92% of all respondents indicating they were ‘very satisfied’ or ‘satisfied’ with their recent experience.

In New Zealand, overall satisfaction mirrored Australia for the second consecutive year with 98% either ‘very satisfied’ or ‘satisfied’. Within New Zealand, satisfaction levels did not vary significantly between St John’s or Wellington Free Ambulance.

Table 3: Overall satisfaction (Q10) – Time series

	2015	2016	2017	2018
VIC	97%	97%	97%	98%
NSW	99%		97%	98%
QLD	98%	100%	98%	98%
WA	97%	97%	99%	98%
TAS	98%	98%	97%	98%
NT	97%	96%	97%	92%↓
ACT	98%	98%	97%	97%
SA	98%	98%	98%	98%
AUS OVERALL	98%	98%	97%	98%
SJNZ	-	-	97%	98%
WNZ	-	-	97%	96%
NZ OVERALL	-	-	97%	98%

↓↑Indicates significant difference when compared to previous wave.

10. How satisfied were you overall with your last experience using the Ambulance Service? 2015 (Australia) n = 3,402; 2016 (Australia) n = 3,166; 2017 (Australia) n = 2,766; 2018 (Australia) n = 2722; 2017 (New Zealand) n = 1702; 2018 (New Zealand) n = 1173 (excludes ‘missing’, ‘don’t know/can’t say’)

Overall satisfaction figures across all services were consistent with previous waves of the study with one exception - the Northern Territory recorded a significant decrease in those responding they were either ‘very satisfied’ or ‘satisfied’ from 97% in 2017 to 92% in 2018. It is worth noting that the comparatively smaller sample size recorded in the Northern Territory may have contributed to the extent of the reduction in Overall Satisfaction within this service. This is the only statistically significant difference to overall satisfaction over time for any of the participating States/Territories.

Interestingly, the Northern Territory was one of only two services to record a drop in overall satisfaction, Western Australia being the other (though not significant). On the back of these positive results, overall satisfaction Australia-wide returned to the 2015 and 2016 levels at 98%.

Results in New Zealand remained stable when compared against 2017 findings.

“Completely satisfied with all assistance that day by all hospital employees and ambulance staff. Could not have asked for better service anywhere”- Patient, Tasmania

“I am satisfied because they were professional, quick, understanding and empathetic”- Relative, NSW

“I was very satisfied with the care and respect I was given. Ambulance and paramedics were understanding and patient with my symptoms” - Patient, VIC

3.2 Patient Experience

3.2.1 Calling the Ambulance Service

Table 2. 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	43%	21%	32%	3%	1%	64%	4%
NSW	37%	26%	33%	3%	2%	62%	5%
QLD	41%	21%	33%	4%	1%	62%	4%
WA	47%	23%	29%	1%	0%	69%	1%
TAS	47%	19%	31%	3%	1%	65%	4%
NT	38%	21%	33%	3%	5%	59%	8%
ACT	41%	20%	34%	3%	1%	62%	4%
SA	40%	25%	30%	4%	0%	66%	4%
AUS OVERALL	41%	23%	32%	3%	1%	64%	4%

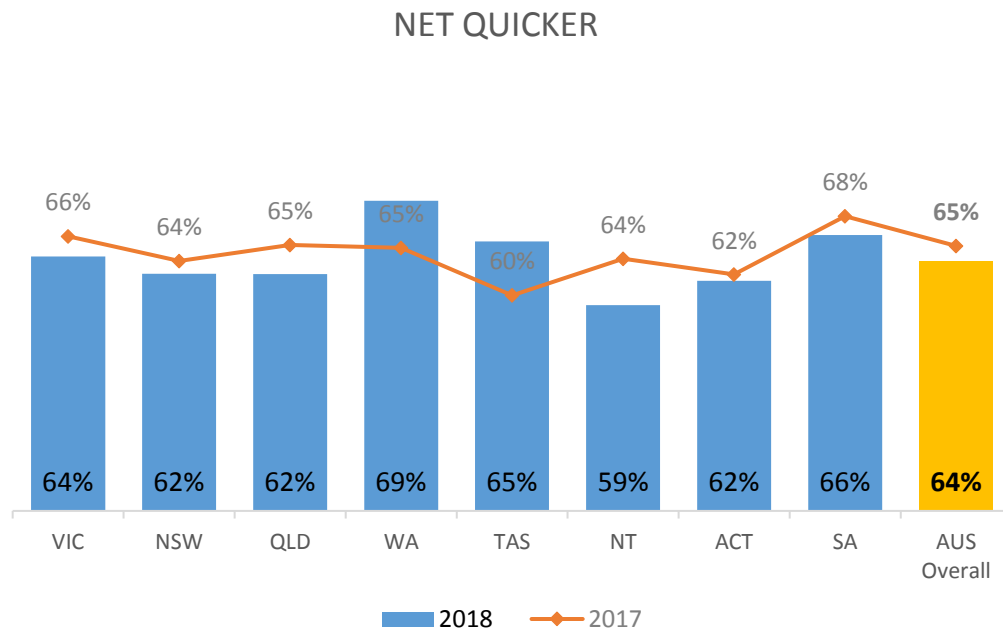
2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? Base n (Australia) = 2446; (excludes 'missing', 'don't know/can't say')

In Australia, two-thirds of respondents (64%) indicated that the length of time taken to be connected to the Ambulance Service call taker was 'a little' or 'much' quicker than expected, with two-in-five participants (41%) saying it was 'much quicker than I thought it would be'. Close to one-third of respondents (32%) felt that the time taken to be connected was in line with their expectations, while the remaining 4% felt they were connected slower than they expected to a call taker.

Australia wide, Patients were significantly more likely to indicate that they were connected to the call taker quicker than expected when compared to relatives or carers (67% vs 56%). There were no significant differences between demographics at an overall level.

This question was not asked in New Zealand.

Figure 6. Time taken to be connected (Q2) – Key Findings 2017-2018



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? Base n (2017) = 2529; n (2018) = 2210 (excludes 'missing', 'don't know/can't say')

Overall, results from 2018 are consistent with those from last year's study with similar proportions of respondents stating that the time waited to be connected to the ambulance service was 'much quicker' or 'a little quicker' than they expected (65% in 2017 and 64% in 2018), while a modest proportion said that it was much slower (4% both years).

Tasmania experienced the greatest improvement in connection time, up 5 percentage points, from 60% in 2017 to 65% in 2018. Contrastingly NT dropped from 64% in 2017 to 59% in the 2018.

There were no significant differences between services or between 2017 and 2018 results.

"The call to the ambulance service was answered in good time. The call handler was very calm and reassuring and stayed on the phone until the ambulance arrived" - Relative, QLD

"The response to our call was so quick that we cannot fault 000 call handler or the ambulance service in anyway" - Relative, VIC

"Whole procedure was expertly handled from the time of the emergency service call until handover at emergency care in the hospital" - Patient, ACT

Table 3. Assistance provided by call taker (Q3) – Australia & New Zealand

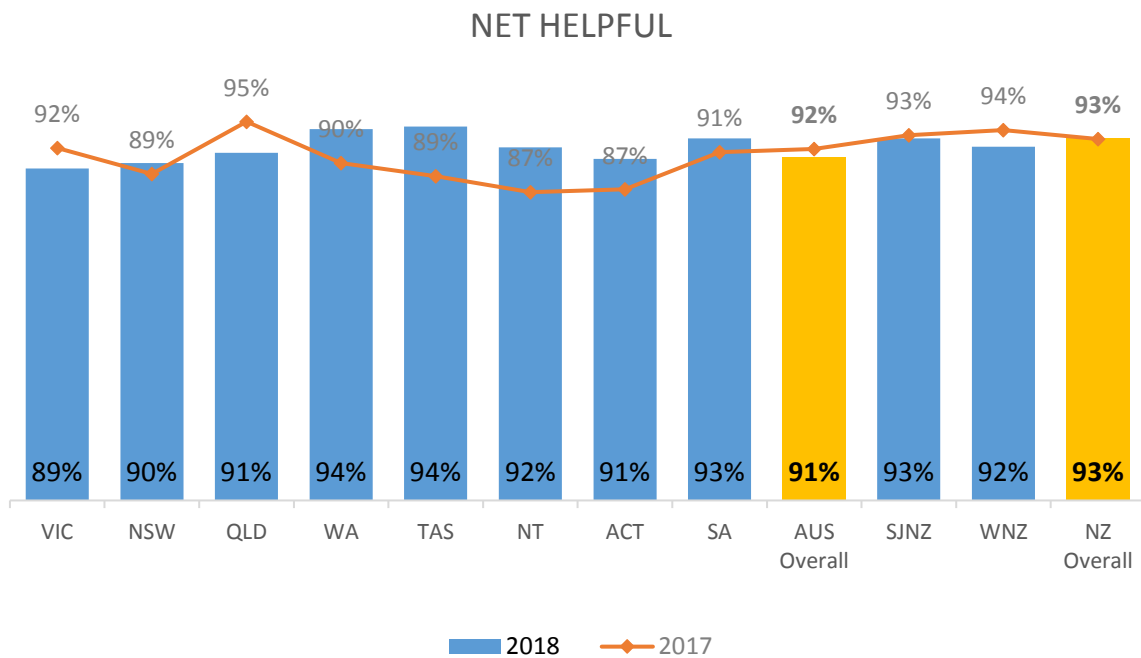
	Very helpful & reassuring	Helpful & reassuring	OK	Not helpful & not reassuring	Very un-helpful & not at all reassuring	NET HELPFUL	NET UNHELPFUL
VIC	60%	30%	9%	1%	0%	89%	1%
NSW	61%	29%	8%	1%	1%	90%	1%
QLD	63%	28%	9%	0%	0%	91%	0%
WA	63%	31%	5%	0%	0%	94%	0%
TAS	66%	28%	5%	0%	0%	94%	1%
NT	60%	31%	7%	1%	0%	92%	1%
ACT	58%	32%	9%	1%	0%	91%	1%
SA	61%	32%	7%	0%	0%	93%	0%
AUS OVERALL	62%	29%	8%	0%	0%	91%	1%
SJNZ	80%	13%	5%	1%	1%	93%	2%
WNZ	79%	12%	5%	1%	2%	92%	3%
NZ OVERALL	80%	13%	5%	1%	1%	93%	2%

3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Base n (Australia) = 2279; (New Zealand) = 543 (excludes 'missing', 'don't know/can't say')

The majority of Australian and New Zealand respondents said that the call handler was either 'very helpful and reassuring' or 'helpful and reassuring' (91% in Australia and 93% in New Zealand). New Zealanders were significantly more likely to specifically report that the call handler was 'very helpful and reassuring' (80% compared to 62% in Australia). Interestingly, no respondents from Queensland reported the call taker being unhelpful.

Both within Australia and New Zealand, the results were consistent across all services. There were no significant differences between demographics or frequency of usage at an overall level.

Figure 7. Assistance provided by call taker (Q3)- Key Findings 2017-2018



3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Base n (Australia, 2017) = 2390; n (Australia, 2018) = 2279; (New Zealand, 2017) = 935; (New Zealand, 2018) = 543; (excludes 'missing', 'don't know/can't say')

2018 findings are consistent with those from last year’s study, at an Australia Overall level, just over nine-in-ten respondents reported the call taker being helpful for the second consecutive year. Similarly, in New Zealand the proportions of respondents that indicated the call handler was helpful and reassuring replicated the results of 2017 at a service and overall level (93%).

Tasmania experienced a significant increase in user experience with the call taker in 2018, up from 89% in 2017 to 94% in 2018 – the highest rating of any of the services.

“I was very satisfied with the call handler they were helpful and understanding. They helped me over the phone while I was waiting on the ambulance” - Patient, VIC

“The call handler was very calm and reassuring and stayed on the phone until the ambulance arrived. The ambulance staff were calm and professional” - Relative, QLD

“I rated the time of phone call, service which was provided and mannerism of the ambos amazing” - Relative, ACT

3.2.2 Waiting for the ambulance

Table 4. Time taken for ambulance to arrive (Q4) – Australia & 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
VIC	42%	24%	28%	5%	2%	65%	7%
NSW	31%	28%	30%	8%	2%	59%	11%
QLD	36%	21%	33%	5%	4%	57%	9%
WA	41%	27%	25%	6%	2%	68%	7%
TAS	36%	24%	30%	6%	4%	60%	10%
NT	35%	20%	27%	13%	6%	55%	19%
ACT	39%	25%	27%	7%	2%	64%	9%
SA	36%	28%	29%	5%	3%	64%	7%
AUS OVERALL	37%	24%	30%	6%	3%	61%	9%
SJNZ	34%	24%	33%	6%	2%	59%	8%
WNZ	37%	18%	30%	10%	5%	55%	15%
NZ OVERALL	35%	23%	33%	6%	3%	58%	9%

4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? Base n (Australia) = 2575; (New Zealand) = 1135 (excludes 'missing', 'don't know/can't say')

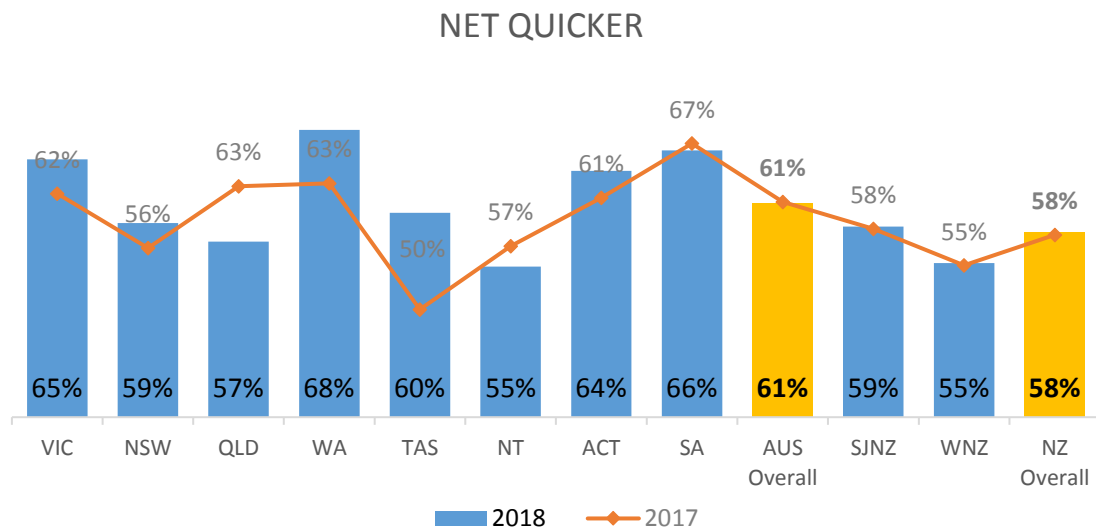
The majority (61% in Australia and 58% in New Zealand) stated that the ambulance arrived 'much' or 'a little' quicker than they thought it would. Over a third of respondents across Australia and New Zealand reported the ambulance arriving much quicker than they expected (37% and 35% respectively).

The Northern Territory had the highest proportion of respondents whom mentioned the Ambulance took longer than they expected to arrive at 19%. Contrastingly, the results would indicate Victorian, South Australian and Western Australian patients were the most satisfied with their timeliness of the ambulance – just 7% of respondents feeling it was slower than expected.

Within Australia, significantly more patients indicated the ambulance arrived quicker than expected when compared against relatives and carers (63% vs 55%). A similar difference was found when analysing experience with wait time by age – 62% of respondents aged over 50 stated the ambulance arrived quicker than expected, significantly more than respondents aged under 50 (53%).

In New Zealand, significantly more respondents that had used the Wellington Service indicated the ambulance was 'a little' or 'much' slower than those from St Johns (15% vs 8%). The age and gender of the patient appeared to have little impact as there were no significant differences observed.

Figure 8. Time taken for the ambulance to arrive (Q4)- Key Findings 2017-2018



4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? Base n (Australia, 2017) = 2647; n (Australia, 2018) = 2575; (New Zealand, 2017) = 1609 (New Zealand, 2018) = 1135 (excludes 'missing', 'don't know/can't say')

At an Australian Overall level, satisfaction with the timeliness of the arrival of the ambulance remained stable at 61%. Results indicate Tasmania experienced a reduction in ambulance wait times – significantly more Tasmanians indicating the ambulance arrived quicker than expected in 2018 (60%) when compared to 2017 results (50%).

Results were consistent across St John and Wellington services during the last two waves of the study. This amounted to three-in-five respondents (58%) describing the length of time waited for the ambulance to arrive as quicker than they thought for the second consecutive year.

“The arrival time and level of care was exemplary” - Relative, WA

“Ambulance arrived very quickly, and the paramedics were very kind, informative and caring” - Relative, QLD

“I felt that the wait time was too long” - Patient, NT

“We were delighted with the response time” – Carer, SA

Table 5. Reasonable time for an ambulance (Q9) – Australia

	Average	Standard Deviation	Minimum	Q1	Median	Q3	Maximum	IQR
VIC	14.7	8	2	10	15	15	60	5
NSW	15.6	9	3	10	15	20	60	10
QLD	15.1	8	1	10	15	20	60	10
WA	16.0	8	4	10	15	20	60	10
TAS	18.1	10	3	10	15	20	90	10
NT	17.5	9	4	10	15	20	60	10
ACT	12.2	6	1	10	10	15	40	5
SA	15.2	8	2	10	10	15	60	5
AUS OVERALL	15.2	8	1	10	15	20	90	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? Base n (Australia) = 2458 (excludes 'missing', 'don't know/can't say')

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:

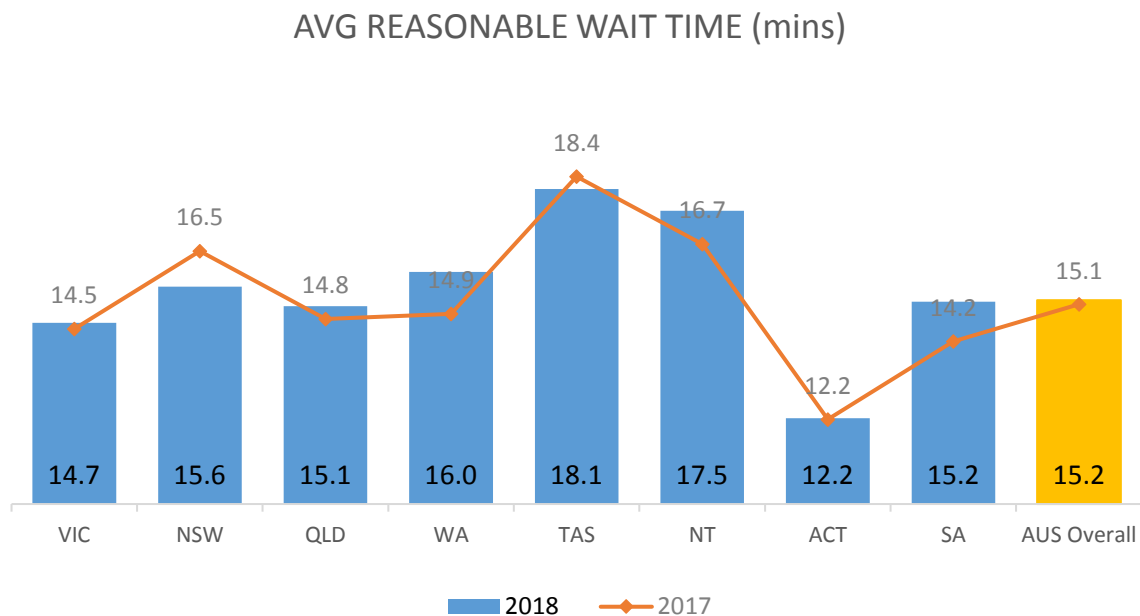
- mean (the average)
- the minimum answer provided in each state and across each country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (a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

Tasmanians had the most lenient expectations in regards to time to wait for an ambulance, with an average of 18.1 minutes. This was significantly longer than Victoria (14.7), NSW (15.6), QLD (15.1), WA (16.0), SA (15.2) and ACT, who had the shortest expected wait time with an average of 12.2 minutes.

Frequent users of an ambulance services have lower expectations than 'one-off' users. Those who have had more than 5 encounters with a service reported 16.5 minutes as a reasonable time to wait, significantly longer than 'one-off' users (14.5 minutes). On average, respondents aged over 50 felt that 15.6 minutes was a reasonable time to wait, this was significantly longer than those aged under 50, who on average reported 12.8 minutes as a reasonable wait time.

This question was not asked in New Zealand.

Chart 6. Reasonable time for an ambulance (Q9) - Australia



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? (Average in minutes)

Base n (2017) = 2495; (2018) = 2458 (excludes 'missing', 'don't know/can't say')

Average times were consistent during the last two waves of the study with respondents in Australia suggesting that a reasonable time to wait for an ambulance to arrive was 15.1 minutes in 2017 and 15.2 minutes in 2018. In the last two years, Tasmanians have reported the highest average followed by the Northern Territory. For the second consecutive year residents of the ACT had the shortest expected wait times at 12.2 minutes – the same figure reported in 2017.

“The ambulance arrived in a timeframe that I didn’t feel that we were waiting for it” - Patient, VIC

“Was so relieved to have such prompt and reassuring service” – Relative, WA

“It takes a long time for the team to arrive but when they arrive they are helpful” – Patient, ACT

“We live in a rural area so time will always be a factor” – Patient, NT

3.2.3 Provision of care

Table 7. Paramedics' care (Q5) – Australia

	Very good	Good	OK	Poor	Very poor	NET GOOD	NET POOR
VIC	87%	11%	2%	0%	0%	98%	0%
NSW	92%	6%	1%	1%	0%	98%	1%
QLD	88%	10%	2%	0%	0%	98%	1%
WA	88%	10%	0%	1%	0%	98%	2%
TAS	89%	8%	2%	1%	0%	97%	1%
NT	87%	8%	3%	2%	0%	95%	2%
ACT	88%	9%	1%	1%	1%	97%	2%
SA	87%	11%	2%	0%	0%	98%	0%
AUS OVERALL	89%	9%	2%	0%	0%	98%	1%

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

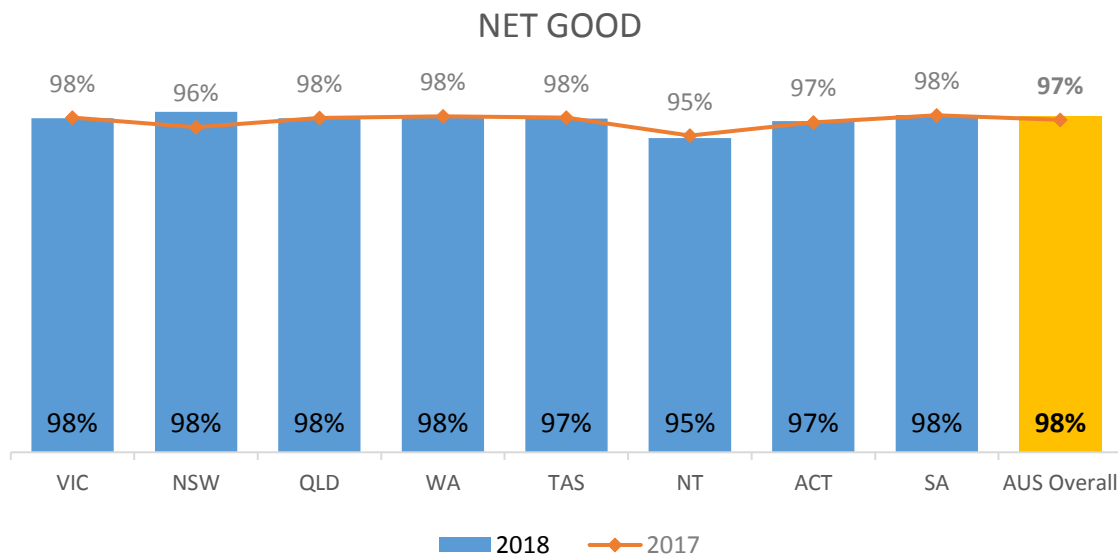
Base n (Australia) = 2738; (excludes 'missing', 'don't know/can't say')

Overall experiences with the care provided by the ambulance paramedics in Australia were very positive. Eighty-nine percent (89%) of respondents indicated the care received was 'very good', and a further 9% said it was 'good'. In contrast, only 1% of respondents described the care they received as 'very poor' or 'poor'. Results did not vary by location. Victoria and South Australia recorded the most positive results with 98% of respondents in both States indicating the paramedics level of care was good and no respondents (0%) grading the level of care provided to them as poor.

When examining results Australia-wide, younger patients were less likely to rate their level of care as 'good' or 'very good'. Significantly fewer respondents aged under 50 stated their level of care was good than respondents aged over 50 (94% vs 98%).

This question was not asked in New Zealand.

Figure 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?

Base n (2017) = 2763; n (2018) = 2738; (excludes 'missing', 'don't know/can't say')

For the second consecutive year experiences with the level of care provided by the ambulance paramedics were very positive. All services across both the 2017 and 2018 studies have recorded between 95% and 98% as a proportion of respondents rating their level of care as 'good' or 'very good'. While not significant, NSW was the only service to record an increase or decrease greater than one percentage point (up from 96% in 2017 to 98% in 2018).

"Very professional yet friendly and reassuring. I had every confidence in the attentive service" – Patient, NT

"Very professional service in every respect. Hospital follow up was excellent" – Patient, ACT

"Ambulance staff were helpful and caring to both patient and carer" – Carer, QLD

"They were quick and professional but very reassuring to the rest of the family at the same time" – Patient, SA

Table 8. Trust and confidence in quality of care and treatment (Q6) – Australia & 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
VIC	70%	22%	8%	0%	0%	92%	0%
NSW	72%	22%	5%	1%	0%	94%	1%
QLD	72%	21%	6%	1%	0%	93%	1%
WA	65%	29%	5%	1%	0%	94%	1%
TAS	76%	18%	5%	1%	0%	94%	1%
NT	66%	23%	7%	4%	0%	89%	4%
ACT	72%	22%	5%	1%	1%	94%	2%
SA	64%	29%	7%	0%	0%	93%	0%
AUS OVERALL	70%	23%	6%	1%	0%	93%	1%
SJNZ	89%	9%	1%	1%	0%	98%	1%
WNZ							
NZ OVERALL	89%	9%	1%	1%	0%	98%	1%

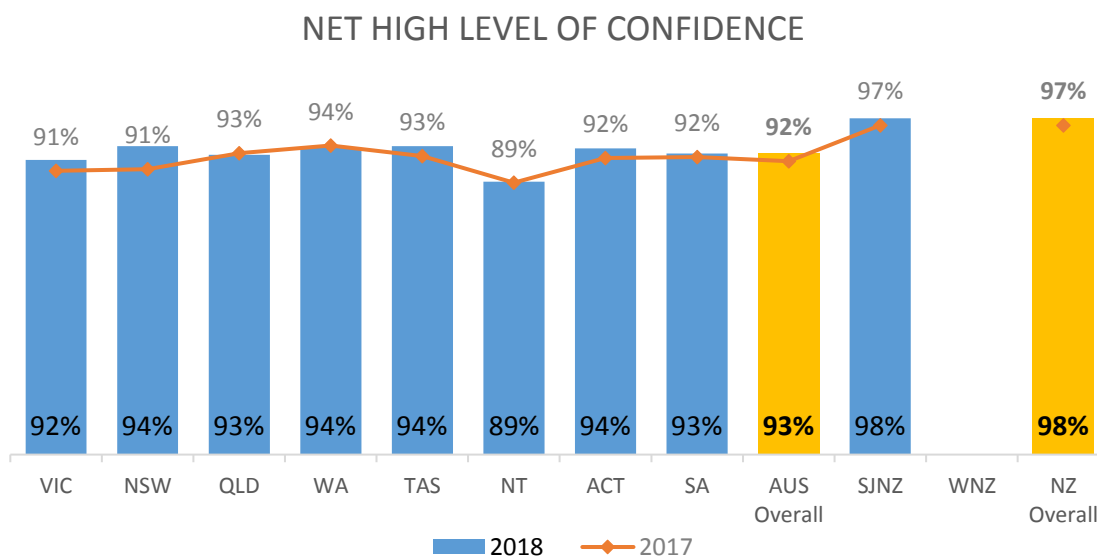
6. How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? *Base n (Australia) = 2744; (New Zealand) = 838 (excludes 'missing', 'don't know/can't say')*

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 (93%) indicated they had a 'very high' or 'high' level of confidence in the ambulance staff ability to provide quality care and treatment. Interestingly, three quarters of surveyed Tasmanians (76%) rated their trust and confidence in the ambulance staff as 'very high' – the highest of any Australian service. Australia-wide, of the 2,744 responses to the question, only 28 (1%) reported having a 'low' or 'very low' level of confidence.

In New Zealand, the question was asked only to patients who had used the St John service, of these 97% said their confidence was 'very high' or 'high'. This figure was significantly higher when compared against the Australian average.

There were no significant differences between demographics when comparing the 2018 findings.

Figure 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? *Base n (Australia, 2017) = 2764; n (Australia, 2018) = 2744; (New Zealand, 2017) = 792 (New Zealand, 2018) = 838 (excludes 'missing', 'don't know/can't say')*

While there were no significant differences when comparing results between 2017 and 2018, all services with the exception of Queensland and Western Australia experienced an increase in reported confidence in the quality and care of treatment provided by ambulance staff. This fostered a slight increase in Australia Overall figure – up one percentage point from 92% in 2017 to 93% in 2018. New Zealand experienced a similar increase, up to 98% in 2018.

Net low levels of confidence remained steady at 1% in both Australia and New Zealand.

“Terrific officers trustworthy in all areas dependable life savers” - Patient, NT

“They gave me the confidence I needed to get through the pain and get to the ambulance. They stayed with me which was very reassuring and were lovely” - Patient, ACT

“The service was excellent I felt very secure and safe. High level of confidence, very helpful, very grateful” - Patient, TAS

“Confidence and competence of the attending officers. They explained what they were going to do, every step of the way” - Relative, WA

Table 9. Service staff explanations (Q7) – Australia & 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
VIC	69%	26%	4%	1%	0%	95%	1%
NSW	72%	25%	2%	1%	1%	96%	1%
QLD	70%	26%	3%	1%	1%	96%	2%
WA	69%	24%	4%	1%	1%	93%	3%
TAS	73%	23%	2%	1%	1%	96%	2%
NT	65%	25%	6%	2%	2%	90%	4%
ACT	69%	26%	3%	1%	1%	95%	2%
SA	61%	32%	3%	3%	1%	93%	4%
AUS OVERALL	69%	26%	3%	1%	1%	95%	2%
SJNZ	67%	28%	3%	1%	1%	94%	3%
WNZ	69%	28%	2%	0%	1%	98%	1%
NZ OVERALL	67%	28%	3%	1%	1%	95%	2%

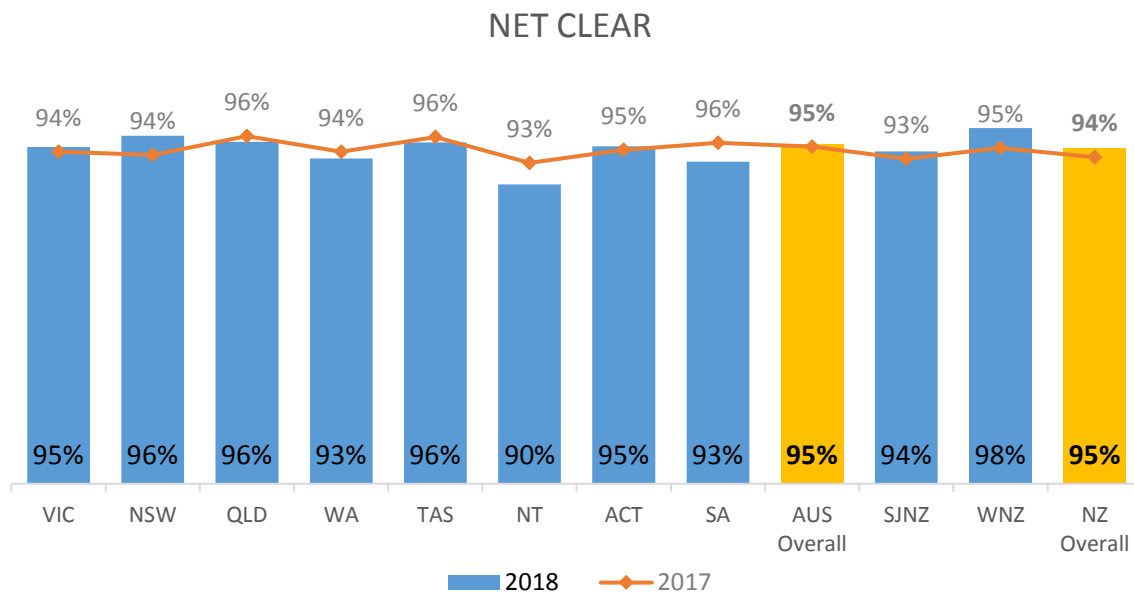
7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? Base n (Australia) = 2636; (New Zealand) = 1121 (excludes 'missing', 'don't know/can't say')

In Australia, ninety-five per cent (95%) of respondents felt that ambulance service staff provided a 'very clear' (69%) or 'reasonably clear' (26%) explanation of their condition and reasons for treatment. Of the remaining proportion of respondents, 3% found that service staff explanations were '...just ok'. One percent (1%) reported that 'some explanation was given but I could not understand it' and the same proportion (1%) responded 'no, not at all' when asked if their condition or treatment was explained in a way they could understand.

In New Zealand, (95%) of respondents felt that ambulance service staff provided a 'very clear' (67%) or 'reasonably clear' (28%) explanation of their condition and reasons for treatment. A further 3% 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 or Australia. Similarly, no significant differences were observed when comparing Australia and New Zealand on this question. Age, gender, person completing the survey and frequency of usage appeared to have little impact as there were no significant differences between demographics when significance testing was applied.

Figure 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? Base n (Australia, 2017) = 2676; n (Australia, 2018) = 2636; (New Zealand, 2017) = 1634; (New Zealand, 2018) = 1121 (excludes 'missing', 'don't know/can't say')

There was little change when comparing those who reported that the ambulance service staff provided a 'very clear' or 'reasonably clear' explanation of their condition and reasons for treatment in 2017 and 2018. The proportion of respondents within Australia who rated the explanation they received as 'very clear' or 'reasonably clear' remained stable at 95%.

While not significant, both services in New Zealand experienced a slight increase in 'NET Clear' responses, this resulted in the New Zealand Overall figure rising one percentage point – from 94% in 2017 to 95% in 2018.

“I was well informed of the medication I was given and the team on both occasions were friendly and professional” - Patient, QLD

“At all times we were kept informed of situation/ decisive action taken by paramedics” - Patient, NSW

“At all times I felt I was being kept informed, I was treated with respect and consideration” - Patient, ACT

“Prompt arrival time, made me feel at ease whilst I was quite anxious. Explained situation thoroughly and explained course of action & destination” – Patient, SA

Table 10. Quality of the ride (Q8) – Australia & New Zealand

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET COMFORTABLE	NET UNCOMFORTABLE
VIC	58%	33%	8%	1%	0%	91%	1%
NSW	65%	28%	6%	1%	0%	93%	1%
QLD	63%	32%	4%	1%	1%	94%	2%
WA	67%	29%	2%	1%	0%	96%	1%
TAS	65%	28%	5%	1%	1%	93%	2%
NT	64%	29%	5%	1%	1%	92%	2%
ACT	68%	25%	6%	1%	1%	93%	1%
SA	55%	36%	6%	2%	0%	92%	2%
AUS OVERALL	62%	31%	5%	1%	0%	93%	1%
SJNZ	76%	19%	4%	0%	0%	95%	1%
WNZ	79%	16%	4%	0%	1%	95%	1%
NZ OVERALL	76%	19%	4%	0%	0%	95%	1%

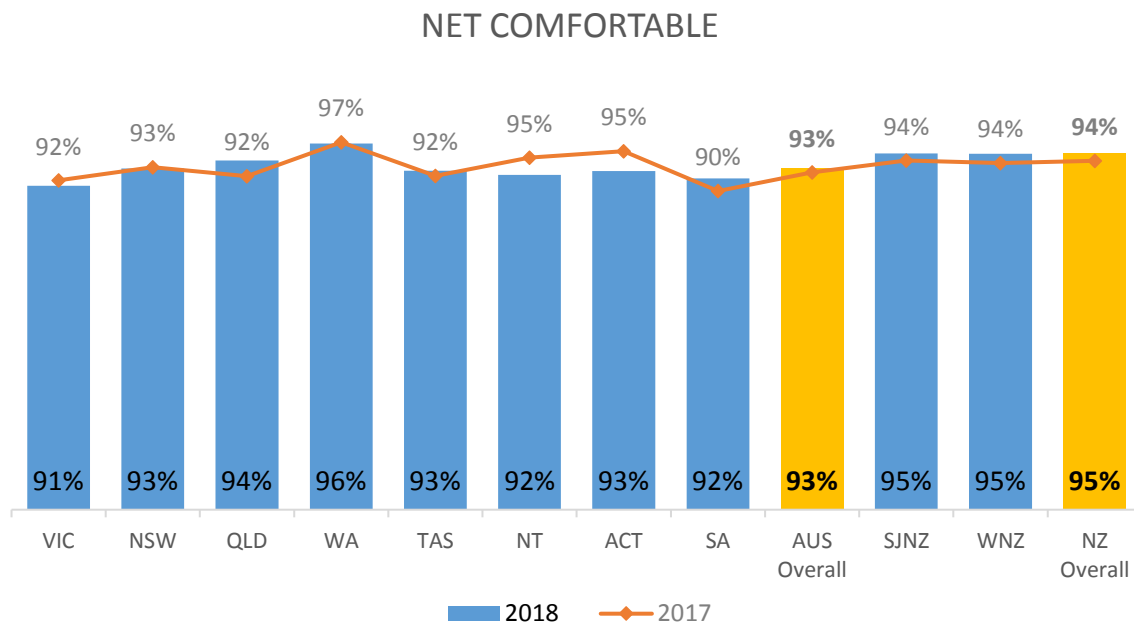
8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey? *Base n (Australia) = 2618; (New Zealand) = 1076 (excludes 'missing', 'don't know/can't say')*

Among Australians, nearly two-third of respondents (62%) described the ride as 'very comfortable' and a further 31% as 'comfortable' (93% NET comfortable). Only 5% described the journey as 'OK', 1% as 'uncomfortable' and '0% as 'very uncomfortable'. Results did not vary significantly between services or by age, gender or frequency of usage and a similar proportion of patients and carers/relatives rated the comfort of their trip as comfortable (93% and 94% respectively).

Three-quarters of New Zealand respondents (76%) rated the quality of the ride as 'very comfortable', and a further 19% said it was 'comfortable' (95% NET comfortable). Just 4% said their level of comfort was 'OK', the remaining 1% of New Zealand respondents reported their journey as being 'uncomfortable' or 'very uncomfortable'. Comparing Australians and New Zealanders, the NET level of comfort was consistent, but New Zealand service users were significantly more likely than Australians to describe the ride as 'very comfortable' (76% compared to 62%).

Like Australia, New Zealand did not experience any significant differences when comparing findings by demographics.

Figure 12. Quality of the ride (Q8) - Key findings



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? Base n (Australia, 2017) = 2645; n (Australia, 2018) = 2378; (New Zealand, 2017) = 1536; (New Zealand, 2018) = 1076 (excludes ‘missing’, ‘don’t know/can’t say’)

Experiences regarding comfort during the ambulance journey remained unchanged since last year’s study among Australian respondents (93% NET Comfortable both years). Results remained stable when comparing time series data of all services. While not significant, the Northern Territory experienced the greatest variation – up three percentage points to 95% in 2018 from 92% in 2017.

Ratings of comfort from New Zealand respondents followed a similar pattern of consistency. Both services experienced a one percent increase in the proportion of respondents rating their journey as ‘very comfortable’ or ‘comfortable’, this equated to the New Zealand Overall figure increasing from 94% in 2017 to 95% in 2018.

“I was made as comfortable as possible during my trip to hospital” - Patient, ACT

“They did their best to keep me comfortable on a road that was very poor quality” - Patient, VIC

*“I expected the ride in the ambulance to be a little more comfortable, just a personal perception”
- Patient, ACT*

“The ride to the hospital was very safe and comfortable” - Relative, VIC

“Very uncomfortable travelling in ambulance on country roads” - Patient, NSW

Appendix

Appendix A: Patient Survey Questionnaire

2018 CAA Patient Experience 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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	Don't know / Can't Recall
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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	83%	78%	84%	79%	0%	82%	81%	82%	66%	70%	85%	76%	83%	85%	87%	79%	76%
	1664	566	1004	1171	0	1035	965	155	65	41	73	127	232	431	591	487	134
Satisfied	16%	19%	14%	18%	0%	16%	17%	17%	34%	19%	11%	21%	14%	12%	12%	20%	20%
	286	139	172	245	0	191	187	32	28	15	17	35	43	63	78	105	31
Neither satisfied, nor dissatisfied	1%	2%	1%	1%	100%	1%	1%	0%	0%	4%	2%	2%	1%	1%	1%	0%	1%
	19	16	9	25	1	21	14	0	3	4	3	3	3	8	5	4	2
Dissatisfied	1%	1%	1%	1%	0%	1%	1%	1%	0%	6%	2%	1%	1%	1%	0%	0%	1%
	14	6	7	13	0	8	10	2	1	3	4	2	4	3	0	1	1
Very dissatisfied	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	8	4	8	4	0	5	7	0	0	0	0	2	2	3	1	3	1
NET SATISFIED	98%	97%	98%	98%	0%	98%	98%	99%	99%	89%	96%	97%	98%	97%	99%	99%	96%
	1950	705	1176	1416	0	1226	1152	187	93	56	90	162	275	494	669	592	165
NET DISSATISFIED	1%	2%	1%	1%	0%	1%	1%	1%	0%	6%	2%	1%	1%	2%	0%	1%	2%
	21	9	13	17	0	13	15	2	1	3	4	4	5	6	1	3	2

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	88%	88%	85%	89%	66%	86%	85%	67%	86%	86%	92%	90%	89%
	914	114	426	568	25	27	31	46	105	189	279	251	45
Satisfied	10%	8%	13%	9%	29%	10%	14%	21%	11%	12%	7%	9%	11%
	106	9	57	57	8	3	4	12	12	25	21	23	6
Neither satisfied, nor dissatisfied	1%	3%	2%	2%	6%	2%	1%	12%	2%	1%	1%	1%	0%
	17	4	9	12	1	2	1	7	3	3	2	2	0
Dissatisfied	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%
	4	1	2	2	0	1	0	0	0	1	3	0	0
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	3	1	2	2	0	0	0	0	1	1	0	2	0
NET SATISFIED	98%	96%	98%	98%	94%	97%	99%	88%	97%	98%	99%	99%	100%
	1020	123	483	625	33	30	35	58	117	214	300	274	51
NET DISSATISFIED	1%	1%	1%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%
	7	2	4	4	0	1	0	0	1	2	3	2	0

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	43%	35%	41%	41%	100%	42%	40%	46%	36%	31%	50%	37%	40%	44%	45%	38%	40%
	779	249	436	555	1	459	452	75	27	15	35	56	102	194	289	217	65
A little quicker than I thought it would be	23%	21%	22%	23%	0%	22%	23%	17%	18%	22%	14%	21%	22%	19%	23%	25%	26%
	397	137	245	275	0	225	251	34	12	12	13	31	44	90	140	141	34
About what I thought it would be	30%	39%	33%	32%	0%	32%	33%	29%	35%	41%	33%	34%	33%	32%	27%	35%	33%
	525	259	347	413	0	334	366	56	25	18	32	42	79	153	170	191	52
A little slower than I thought it would be	3%	4%	3%	3%	0%	3%	2%	6%	10%	2%	3%	6%	3%	4%	3%	2%	1%
	49	22	28	42	0	35	27	8	4	5	3	8	8	14	16	11	2
Much slower than I thought it would be	1%	1%	1%	1%	0%	1%	1%	1%	0%	3%	0%	1%	1%	2%	1%	1%	0%
	22	7	15	14	0	12	14	3	1	1	1	2	5	7	8	4	0
NET QUICKER	67%	56%	64%	63%	100%	64%	63%	63%	54%	53%	64%	58%	62%	63%	68%	62%	66%
	1176	386	681	830	1	684	703	109	39	27	48	87	146	284	429	358	99
NET SLOWER	4%	5%	4%	4%	0%	4%	3%	7%	11%	5%	3%	8%	5%	5%	5%	2%	1%
	71	29	43	56	0	47	41	11	5	6	4	10	13	21	24	15	2

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%	61%	60%	62%	100%	59%	61%	74%	54%	42%	56%	67%	63%	63%	63%	59%	62%
	1016	389	610	746	1	562	653	131	31	21	43	82	132	270	375	321	89
Helpful & reassuring	29%	30%	31%	29%	0%	30%	31%	19%	27%	42%	36%	28%	29%	27%	28%	32%	28%
	491	191	295	373	0	307	322	31	19	20	29	37	76	120	163	163	39
OK	8%	8%	9%	8%	0%	10%	7%	6%	19%	14%	8%	5%	6%	10%	8%	8%	9%
	124	52	84	87	0	82	79	10	7	7	8	11	14	37	42	35	11
Not helpful & not reassuring	0%	1%	0%	1%	0%	0%	0%	1%	0%	3%	0%	0%	1%	0%	0%	1%	0%
	6	5	5	6	0	4	6	1	0	1	0	0	4	2	1	3	0
Very un-helpful & not at all reassuring	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
	5	0	3	2	0	2	3	0	0	0	0	1	0	1	2	0	1
NET HELPFUL	91%	91%	90%	91%	100%	89%	92%	93%	81%	83%	92%	95%	92%	90%	91%	91%	90%
	1507	580	905	1119	1	869	975	162	50	41	72	119	208	390	538	484	128
NET UNHELPFUL	1%	1%	1%	1%	0%	1%	1%	1%	0%	3%	0%	0%	1%	1%	1%	1%	1%
	11	5	8	8	0	6	9	1	0	1	0	1	4	3	3	3	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 helpful & reassuring	81%	76%	79%	80%	75%	68%	63%	63%	82%	70%	84%	85%	88%
	360	73	185	237	12	13	7	19	41	69	112	129	22
Helpful & reassuring	12%	17%	12%	14%	19%	22%	33%	22%	7%	18%	12%	8%	11%
	51	19	27	41	3	3	4	7	5	16	15	12	3
OK	5%	6%	6%	4%	6%	7%	0%	10%	8%	11%	0%	5%	1%
	20	7	13	14	1	3	0	4	3	8	1	6	1
Not helpful & not reassuring	1%	0%	1%	1%	0%	2%	0%	5%	0%	0%	2%	0%	0%
	5	0	1	3	0	1	0	1	0	0	3	0	0
Very un-helpful & not at all reassuring	1%	1%	1%	1%	0%	0%	3%	0%	3%	0%	1%	1%	0%
	6	2	5	3	0	0	1	0	3	1	1	2	0
NET HELPFUL	93%	93%	91%	94%	94%	90%	97%	85%	89%	89%	96%	94%	99%
	411	92	212	278	15	16	11	26	46	85	127	141	25
NET UNHELPFUL	2%	1%	2%	2%	0%	2%	3%	5%	3%	0%	4%	1%	0%
	11	2	6	6	0	1	1	1	3	1	4	2	0

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	40%	30%	37%	37%	100%	38%	35%	41%	17%	21%	35%	48%	40%	37%	41%	33%	36%
	740	221	414	515	1	452	410	63	25	14	30	65	104	171	279	188	59
A little quicker than I thought it would be	24%	25%	25%	24%	0%	23%	25%	21%	27%	20%	18%	17%	20%	22%	26%	27%	24%
	452	177	286	330	0	281	279	42	20	11	15	34	55	107	168	162	38
About what I thought it would be	29%	32%	31%	29%	0%	28%	31%	29%	32%	35%	31%	21%	31%	31%	26%	33%	34%
	509	236	336	391	0	306	353	59	24	15	29	35	76	145	162	188	56
A little slower than I thought it would be	5%	8%	5%	7%	0%	7%	6%	4%	15%	24%	11%	8%	5%	8%	5%	3%	4%
	117	49	70	93	0	81	76	7	16	15	12	14	16	33	27	25	7
Much slower than I thought it would be	2%	4%	3%	3%	0%	3%	2%	5%	10%	1%	5%	6%	4%	2%	2%	3%	1%
	51	23	30	44	0	42	25	7	8	2	6	7	12	15	8	14	2
NET QUICKER	63%	55%	61%	61%	100%	61%	60%	62%	43%	41%	53%	65%	60%	59%	67%	60%	61%
	1192	398	700	845	1	733	689	105	45	25	45	99	159	278	447	350	97
NET SLOWER	7%	13%	8%	10%	0%	10%	8%	8%	25%	24%	16%	14%	9%	10%	7%	7%	5%
	168	72	100	137	0	123	101	14	24	17	18	21	28	48	35	39	9

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%	26%	33%	36%	26%	34%	30%	32%	38%	36%	37%	34%	20%
	365	35	163	220	11	10	11	19	40	81	112	94	10
A little quicker than I thought it would be	24%	22%	22%	25%	20%	16%	27%	15%	28%	22%	24%	25%	20%
	227	26	96	149	4	4	8	9	30	44	68	69	9
About what I thought it would be	32%	40%	36%	31%	29%	39%	35%	41%	23%	32%	32%	34%	54%
	320	48	164	192	10	11	10	21	27	64	90	97	28
A little slower than I thought it would be	6%	8%	7%	5%	15%	10%	1%	5%	7%	7%	6%	5%	4%
	64	14	39	38	4	5	1	5	8	16	20	14	4
Much slower than I thought it would be	3%	4%	2%	3%	11%	1%	8%	8%	4%	3%	1%	3%	2%
	29	7	15	21	4	1	2	4	7	6	2	9	1
NET QUICKER	59%	48%	55%	60%	45%	50%	56%	47%	66%	58%	61%	59%	40%
	592	61	259	369	15	14	19	28	70	125	180	163	19
NET SLOWER	8%	12%	10%	9%	26%	11%	9%	13%	11%	10%	7%	8%	6%
	93	21	54	59	8	6	3	9	15	22	22	23	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? (mins)

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	15.4	14.7	15.6	14.8		14.5	15.5	16.5	11.6	12.6	13.4	13.3	14.4	15.5	15.6	16.2	15.6
Standard Deviation	9	7	9	8		8	8	9	5	8	9	8	9	8	8	7	8
Minimum	1	1	1	1		1	1	5	1	5	3	4	1	2	1	3	1
25th Percentile	10	10	10	10		10	10	10	10	5	10	8	10	10	10	10	10
Median	15	15	15	15		13	15	15	10	10	10	10	10	15	15	15	15
75th Percentile	20	20	20	20		20	20	20	15	15	17	15	15	20	20	20	20
Maximum	90	60	60	90		60	90	60	45	60	60	45	60	90	60	60	60
Interquartile Range	10	10	10	10		10	10	10	5	10	7	7	5	10	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	89%	88%	88%	89%	100%	88%	88%	92%	82%	78%	85%	89%	90%	90%	91%	87%	89%
	1781	639	1064	1288	1	1112	1044	176	79	48	76	143	253	457	618	536	152
Good	9%	9%	10%	8%	0%	10%	10%	3%	16%	9%	10%	6%	9%	8%	8%	12%	7%
	178	73	118	127	0	119	117	7	16	7	13	11	25	38	54	64	16
OK	1%	2%	1%	2%	0%	2%	1%	4%	1%	6%	5%	5%	1%	2%	1%	1%	3%
	30	15	18	27	0	23	15	6	1	3	5	8	4	10	4	5	5
Poor	0%	0%	1%	0%	0%	0%	0%	1%	0%	7%	1%	0%	1%	0%	0%	0%	0%
	10	5	5	10	0	7	6	2	1	4	4	1	1	1	0	2	0
Very poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	5	2	2	5	0	1	6	0	1	0	0	2	1	2	0	1	0
NET GOOD	98%	97%	98%	97%	100%	98%	98%	95%	98%	87%	94%	95%	98%	97%	99%	99%	97%
	1959	712	1182	1415	1	1231	1161	183	95	55	89	154	278	495	672	600	168
NET POOR	1%	1%	1%	0%	0%	0%	1%	1%	0%	7%	1%	0%	1%	1%	0%	1%	0%
	15	7	7	15	0	8	12	2	2	4	4	3	2	3	0	3	0

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	71%	69%	69%	71%	0%	72%	69%	73%	78%	66%	77%	74%	71%	72%	72%	66%	66%
	1433	500	855	1029	0	914	812	140	72	40	67	117	208	373	487	408	116
High level of confidence	22%	24%	24%	22%	100%	22%	24%	17%	16%	12%	16%	17%	21%	22%	23%	27%	26%
	440	179	282	316	1	271	286	35	18	10	18	30	58	104	160	160	43
Confident	6%	6%	6%	6%	0%	6%	6%	8%	4%	16%	6%	7%	6%	5%	5%	8%	8%
	118	46	69	91	0	69	78	14	5	9	8	15	14	27	30	41	13
Low level of confidence	1%	0%	0%	1%	0%	1%	0%	2%	1%	7%	1%	0%	1%	1%	0%	0%	0%
	16	5	5	16	0	10	8	3	3	4	5	2	3	3	0	1	0
Very low level of confidence	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%
	6	1	3	4	0	2	5	0	0	0	0	3	2	1	0	0	0
NET HIGH LEVEL OF CONFIDENCE	93%	93%	93%	93%	100%	93%	93%	90%	95%	78%	93%	91%	92%	94%	95%	92%	92%
	1873	679	1137	1345	1	1185	1098	175	90	50	85	147	266	477	647	568	159
NET LOW LEVEL OF CONFIDENCE	1%	1%	1%	1%	0%	1%	1%	2%	1%	7%	1%	1%	1%	1%	0%	0%	0%
	22	6	8	20	0	12	13	3	3	4	5	5	5	4	0	1	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 high level of confidence	89%	87%	88%	88%	67%	83%	76%	75%	86%	89%	92%	90%	92%
	676	67	295	415	8	15	19	30	70	143	213	181	35
High level of confidence	9%	10%	9%	10%	33%	17%	20%	23%	11%	8%	7%	8%	5%
	70	8	31	46	4	3	5	9	9	13	16	16	2
Confident	1%	1%	2%	1%	0%	0%	0%	3%	2%	1%	0%	1%	3%
	8	1	6	3	0	0	0	1	2	2	1	2	1
Low level of confidence	1%	1%	1%	1%	0%	0%	4%	0%	0%	1%	1%	0%	0%
	4	1	2	3	0	0	1	0	0	2	2	0	0
Very low level of confidence	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	3	0	1	2	0	0	0	0	0	0	0	3	0
NET HIGH LEVEL OF CONFIDENCE	98%	97%	97%	98%	100%	100%	96%	98%	98%	98%	99%	98%	97%
	746	75	326	461	12	18	24	39	79	156	229	197	37
NET LOW LEVEL OF CONFIDENCE	1%	1%	1%	1%	0%	0%	4%	0%	0%	1%	1%	1%	0%
	7	1	3	5	0	0	1	0	0	2	2	3	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	71%	65%	70%	69%	100%	70%	67%	75%	69%	63%	71%	73%	77%	71%	68%	66%	70%
	1364	460	809	964	1	844	777	138	68	38	59	111	205	348	449	390	111
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	24%	29%	26%	26%	0%	24%	28%	19%	28%	26%	22%	23%	16%	25%	29%	28%	24%
	475	200	301	357	0	295	317	38	23	17	27	39	51	119	185	156	42
Explanation of condition & treatment were just ok	3%	3%	2%	4%	0%	3%	3%	3%	2%	9%	1%	3%	4%	3%	3%	3%	4%
	57	27	31	51	0	42	38	3	4	6	3	5	10	15	16	17	6
Some explanation was given but I could not understand it	1%	2%	1%	1%	0%	1%	1%	3%	1%	0%	3%	0%	1%	0%	1%	2%	1%
	20	9	11	17	0	14	10	4	2	0	3	4	2	2	4	9	2
No not at all	1%	1%	1%	1%	0%	1%	1%	1%	0%	3%	3%	1%	2%	1%	0%	1%	1%
	18	6	8	16	0	13	8	3	0	3	3	4	5	5	1	2	1
NET CLEAR & THOROUGH	96%	94%	96%	94%	100%	95%	96%	94%	97%	89%	93%	96%	93%	96%	97%	95%	95%
	1839	660	1110	1321	1	1139	1094	176	91	55	86	150	256	467	634	546	153
NET UNCLEAR	2%	2%	2%	2%	0%	2%	1%	3%	1%	3%	6%	1%	3%	1%	1%	2%	1%
	38	15	19	33	0	27	18	7	2	3	6	8	7	7	5	11	3

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%	60%	64%	69%	68%	76%	73%	65%	74%	72%	67%	60%	61%
	681	74	306	426	24	20	24	40	88	148	194	168	30
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	27%	36%	30%	27%	30%	23%	23%	27%	23%	25%	27%	32%	36%
	266	47	140	164	8	9	8	13	25	56	77	87	21
Explanation of condition & treatment were just ok	3%	4%	4%	2%	2%	1%	0%	6%	2%	3%	2%	4%	0%
	25	4	16	11	1	1	0	3	2	5	7	8	0
Some explanation was given but I could not understand it	2%	0%	1%	2%	0%	0%	0%	0%	0%	1%	2%	2%	2%
	12	0	3	8	0	0	0	0	0	1	5	5	1
No not at all	1%	1%	1%	1%	0%	0%	4%	2%	0%	1%	1%	1%	0%
	10	2	4	7	0	0	1	1	1	1	3	4	0
NET CLEAR & THOROUGH	95%	96%	94%	95%	98%	99%	96%	92%	97%	96%	94%	93%	98%
	947	121	446	590	32	29	32	53	113	204	271	255	51
NET UNCLEAR	3%	1%	2%	3%	0%	0%	4%	2%	0%	1%	3%	4%	2%
	22	2	7	15	0	0	1	1	1	2	8	9	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%	58%	60%	63%	100%	66%	60%	56%	54%	58%	65%	61%	73%	60%	60%	60%	66%
	1257	392	698	897	1	791	690	105	58	34	57	99	191	299	396	361	106
Comfortable	29%	36%	33%	30%	0%	28%	34%	35%	39%	30%	30%	30%	21%	31%	33%	33%	28%
	565	220	375	396	0	334	365	61	27	20	30	41	69	145	215	176	44
OK	6%	5%	5%	6%	0%	6%	5%	7%	4%	9%	4%	7%	5%	8%	5%	6%	3%
	107	36	62	80	0	71	57	12	4	7	4	14	13	36	28	32	4
Uncomfortable	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	2%	1%	0%	1%	1%	2%	4%
	18	9	9	18	0	8	15	3	0	0	2	2	3	3	5	8	4
Very uncomfortable	0%	0%	0%	0%	0%	0%	0%	1%	3%	3%	0%	0%	0%	0%	1%	0%	0%
	13	1	5	8	0	4	7	2	2	1	0	3	1	3	3	1	0
NET COMFORTABLE	93%	94%	94%	93%	100%	93%	93%	91%	93%	88%	95%	91%	94%	92%	94%	93%	94%
	1822	612	1073	1293	1	1125	1055	166	85	54	87	140	260	444	611	537	150
NET UNCOMFORTABLE	1%	1%	1%	1%	0%	1%	2%	2%	3%	3%	2%	1%	0%	1%	1%	2%	4%
	31	10	14	26	0	12	22	5	2	1	2	5	4	6	8	9	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+
Very comfortable	76%	82%	75%	77%	63%	65%	73%	73%	73%	75%	79%	76%	82%
	743	84	341	458	20	17	26	45	85	158	225	192	34
Comfortable	19%	14%	20%	19%	18%	35%	23%	20%	23%	19%	17%	19%	15%
	183	14	84	109	6	9	6	11	23	35	51	49	5
OK	4%	4%	4%	4%	18%	0%	4%	7%	5%	6%	2%	3%	0%
	39	4	20	21	3	0	1	3	5	12	8	9	0
Uncomfortable	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	4	0	1	2	0	0	0	0	0	0	1	1	1
Very uncomfortable	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	3%
	5	0	4	1	0	0	0	0	0	1	1	2	1
NET COMFORTABLE	95%	96%	95%	96%	82%	100%	96%	93%	95%	94%	97%	96%	96%
	926	98	425	567	26	26	32	56	108	193	276	241	39
NET UNCOMFORTABLE	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	4%
	9	0	5	3	0	0	0	0	0	1	2	3	2