



2019 CAA Patient Experience Survey

Final report

Prepared for the Council of Ambulance Authorities

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Executive Summary

Between June and August 2019, 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 was the third wave of the study since the survey transitioned to an 'experience' model questionnaire. Australian service members used a standardised questionnaire, while New Zealand services use a slightly different methodology and survey tool. 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

98% of Australian service users were satisfied with their last experience using their local ambulance service.

- Reported experiences with the service provided in 2019 remained overwhelmingly positive amongst Australian patients. This is reflected by 98% of total respondents reporting to be 'very satisfied' or 'satisfied' with their last experience using an Ambulance. This was the fourth occurrence of this NET Satisfaction figure in the previous five waves of the study.
- Four of the eight Australian services experienced an increase in NET Satisfaction. Of the three services where a decrease was observed, it was only minor (between 0.2% and 1.7%).
- There was little disparity between Australian service providers: all services recorded a NET Satisfaction score of between 95% and 100%.
- In New Zealand, overall satisfaction was much the same as in Australia, with 97% of respondents indicating they were either 'very satisfied' or 'satisfied'. There was little disparity between the St John and Wellington Free Ambulance Services.
- Overall, older service users (aged 51 and over) were significantly more likely to report being satisfied with their last experience compared with those aged under 50. No other significant differences were observed when looking at overall satisfaction scores across demographics.



Calls to the ambulance service

65% of patients were connected more quickly than they expected and 93% found the call taker to be helpful & reassuring.

- In Australia, two-thirds of respondents (65%) indicated that the length of time taken to be connected to the Ambulance Service call taker was 'a little' or 'much' quicker than expected.

Over nine-in-ten (93%) of the same population reported that the call takers were 'very helpful and reassuring' or 'helpful and reassuring'.

- 2019 results are consistent with those recorded in the previous two years. Similar proportions of respondents in each year have stated that the time they waited to be connected to the ambulance service was quicker than they expected and that the call taker was helpful and reassuring.
- In New Zealand, 95% of respondents found the call handler to be 'very helpful and reassuring' or 'helpful and reassuring'. Significantly more New Zealand service users reported the call handlers as 'very helpful and reassuring' (83%) than Australian service users (65%).
- For the third straight 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. Similarly, older patients reported more positive experiences with the ambulance call takers when compared to younger patients.



Waiting for an ambulance

60% of Australian service users felt the length of time they waited for the ambulance to arrive was quicker than they thought it would be.

- Australia-wide, though a majority of service users reported satisfaction with waiting times, 12% reported that the ambulance arrival was slower than they would have expected. This figure was significantly higher than the 2018 result (9%).
- Whilst no significant differences were observed, all Australian services with the exception of Victoria and the Northern Territory experienced a decrease in satisfaction with wait times. Queensland recorded the lowest experiences with wait times – one-in-five users from the state reported that the length of time they waited for an ambulance was 'a little' or 'much' slower than they expected.
- Results remained unchanged in New Zealand: this amounted to three-in-five respondents (58%) describing the length of time waited for the ambulance to arrive as quicker than they thought it would for the third straight year.
- As was the case in previous years, relatives/carers completing the survey were less satisfied with wait times than the patients themselves. Consistent with other measures, older patients reported a more positive experience with the time they waited for an ambulance compared to younger patients.
- What respondents deemed a reasonable wait time increased to 16.8 minutes in 2019. This represented an increase when compared against 2017 (15.1 minutes) and 2018 (15.2 minutes).
- The time deemed reasonable to wait for an ambulance ranged from 15.3 minutes in Western Australia to 21.7 minutes in Tasmania.



Provision of care

By all measures, the vast majority of respondents reported positive experiences with the care they received. This included the level of care they received, the explanation they were given regarding their condition and treatment, the level of comfort during their ambulance journey and their level of confidence in the ambulance service staff's ability to provide quality care.

97% of Australian service users reported that the overall level of care they were provided was good or very good

- For the third straight year experiences with the level of care provided by the ambulance paramedics were very positive. Just under nine-in-ten Australian respondents (88%) said the care received was 'very good'. Only 1% of participants described the care they received as 'very poor' or 'poor'.
- All services across each year of the study have recorded between 94% and 99% as a proportion of respondents rating their level of care as 'good' or 'very good'.

93% of Australian service users reported that they had a 'very high' or 'high' level of confidence in the ambulance staff and their ability to provide quality care and treatment

- The proportion of Australian service users reporting having a high level of confidence was consistent with 2018 results (93%).
- There was little disparity when comparing Australian states. All services recorded a NET Confidence score of between 90% and 95%.
- The proportion of New Zealand services users reporting confidence in the service staff increased for the second year in a row, up from 97% in 2017 to 99% in 2019.
- Older service users reported greater levels of confidence in ambulance service staff than younger users.

95% of Australian service users reported that ambulance service staff provided a 'very clear' or 'reasonably clear' explanation of their condition and reasons for treatment.

- Just 3% of respondents reported that the ambulance staff provided only 'some explanation' or 'no explanation' of their condition and reasons for their treatment.
- As was the case in both 2017 and 2018, 95% of Australians reported receiving a 'very clear' or 'reasonably clear' explanation of their condition and reasons for treatment. For all services, between 92% and 97% provided a positive response to this question in 2019.
- New Zealand hit an all-time high of 96% in 2019. More meaningful was the significant increase in those reporting they received a 'very clear' explanation, from 67% in 2018 to 81% in 2019.

96% of Australian service users reported that, all things considered, they were comfortable during their ambulance journey.

- The comfort during the ambulance journey reported by Australian service users increased significantly in Australia in 2019, from 93% in 2018 and 2017. This was the sole NET measure

that increased significantly when comparing results at the Australia-wide level from the 2018 survey and the 2019 survey.

- All Australian services reported their highest NET Comfort score in 2019 and there was little disparity between the results for each of the state services.
- In New Zealand, 95% of service users rated their level of comfort during the journey as 'very comfortable' or 'comfortable'. Both services recorded similar results to those reported in 2017 and 2018.

1. Research Context

1.1 Research context and objectives

The Council of Ambulance Authorities (CAA) is the peak body representing all ambulance services across Australia and New Zealand. 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. Prior to the 2019 survey, the questionnaire used since 2017 was assessed to determine if any improvements to the survey tool could be made. Following this review, minor changes to question wording were made and two open-ended questions replaced the existing open-ended question.

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 2019 survey evaluated 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 aspects of their experience they were most pleased with and aspects they feel could be improved.

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 2019 results to be compared with results derived from the 2018 and 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. These questions have since been evaluated through cognitive testing and minor adjustments made. This process ensures the questions included in the survey are being correctly interpreted by respondents and that the content within the questionnaire is both relevant and appropriate for people who have had a recent experience with an ambulance service.

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. This letter too, was developed based on the findings of the cognitive testing undertaken prior to the 2019 fieldwork period.

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 services. The fieldwork period differed amongst the services, though all responses within Australia were received between June and August 2019. 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 and were therefore not included in response rate calculations.

Response rates for the 2019 survey ranged between 9% and 41%. These rates were calculated assuming an effective mail-out size of 1300. Response rates for all Australian Services and the margin of error for a 95% confidence interval are presented on the following page.

Response Rates – Australia and New Zealand 2017-19

	Total responses	2019 Response Rate	2018 Response Rate	2017 Response Rate	2019 Confidence Interval (+/-)
Victoria	530	41%	41%	36%	2.5%
Tasmania	399	31%	34%	33%	2.6%
New South Wales	393	30%	30%	31%	2.7%
ACT	316	24%	30%	29%	3.0%
Queensland	268	21%	28%	21%	3.3%
Western Australia	279	21%	19%	25%	3.4%
Northern Territory	124	9%	12%	13%	4.6%
South Australia	302	23%	20%	28%	3.1%
Australia Total	2611	25%	28%	32%	1.1%
St John	825	-	-	-	2.0%
Wellington	1027	-	-	-	1.7%
New Zealand Total	1852	-	-	-	1.2%

* Australian response rates assume effective mail-out size n=1300. Confidence interval data based on 2016/17 incidence figures.

2.2 How to interpret this report

The following report details findings for Patient Experience surveys completed in 2019. Surveys that were received that did not indicate whether the respondent was the 'the patient that was transported' or 'a relative, or carer of the patient' (Q1) were excluded from the survey. All percentages have been reported excluding any 'Don't know', 'Can't recall' and 'Not Applicable' answers, where these exist.

Questions compare 2019 results with those collected in 2017 and 2018. It is worth noting that minor adjustments to question wording were made for the 2019 survey. Whilst the questions were updated in a manner that ensured that time series comparability was maintained, it is advised that care be taken when interpreting how results have changed over time.

'Overall Satisfaction' (Q10) data is provided on a time series chart which documents the 'NET Satisfied' figure over time since 2015. Statistically significant differences by other demographics (age, gender, usage of ambulance service, person who completed the survey) are also noted. As with previous iterations of the report, 'NET Positive' and 'NET Negative' scores (e.g. Q2, NET quicker and NET slower) are reported consistently with the manner that 'NET Satisfied' and 'NET Dissatisfied' have been reported in previous waves of the study.

All questions are reported through categorical tables and charts for 2019 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.

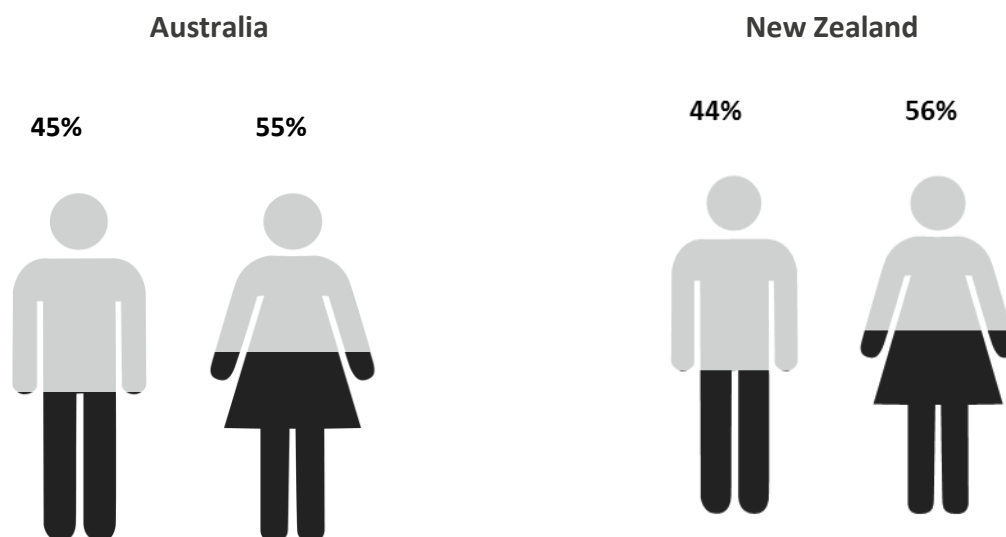
A 'significant difference' means that we can be 95% confident that the difference observed between the two samples reflects a true difference in the population of interest and is not a result of chance. Such descriptions are not value judgements on the importance of the difference. The reader is encouraged 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 incident data. 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, person completing the survey and frequency of usage for 2019 are outlined below. Demographic data is presented at a National level and is unweighted.

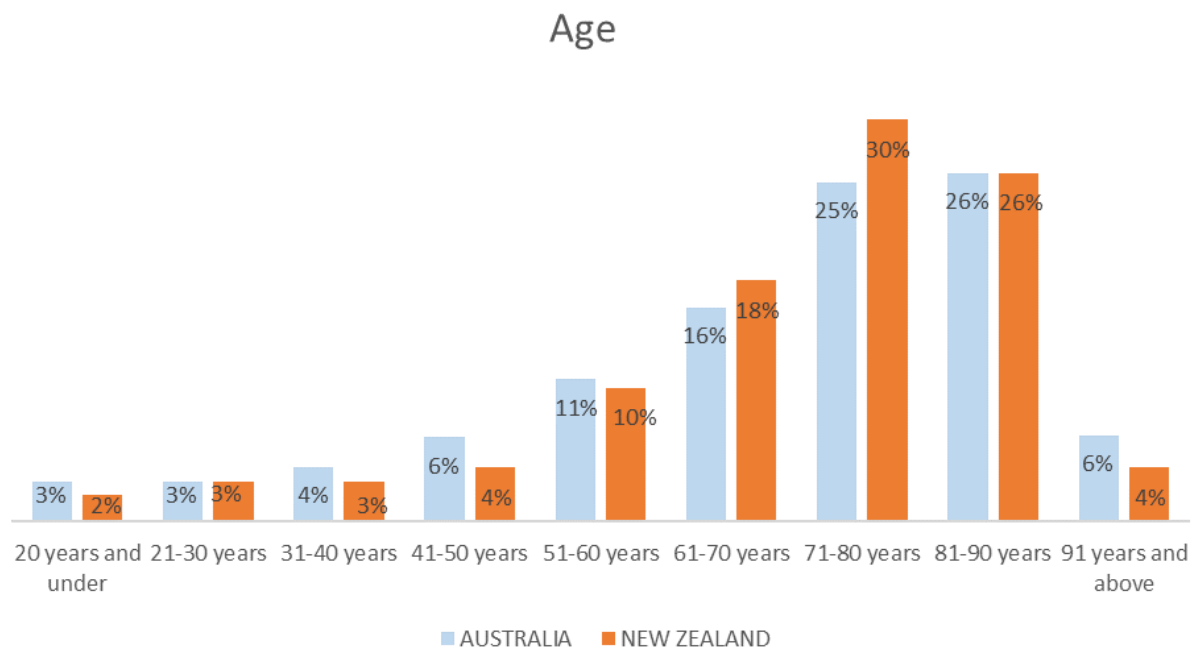
Figure 1. Gender



Base n (Australia) = 2541; (New Zealand) = 1798 (excludes 'missing' and 'other' responses)

In both the Australian and New Zealand samples, more females participated in the survey than males (55% females compared to 45% males in Australia and 56% females versus 44% males in New Zealand).

Figure 1. Age



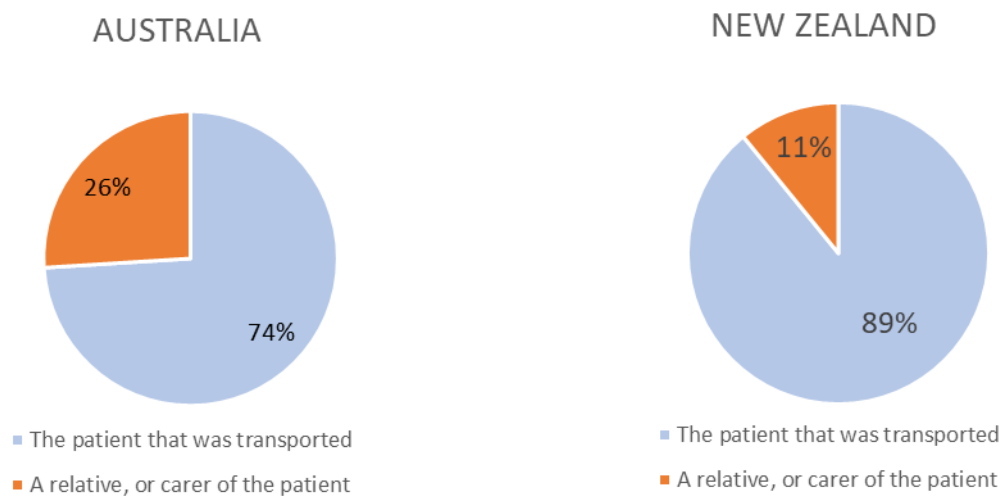
Base n (Australia) = 2541; (New Zealand) = 1808 (excludes 'missing')

Across both Australia and New Zealand, the majority of respondents were of older age categories. In both countries, 84% were aged 51 and over, while 16% were aged 50 or under. Respondents aged between 71 to 80 years accounted for the highest proportion of total respondents in both Australia (26%) and New Zealand (27%).

The age composition varied slightly between services, Western Australia, New South Wales and South Australia having the oldest profiles with at least 88% of their respondents being made up of service users aged 51 years and above. In comparison, Queensland, the Northern Territory and the ACT had a larger proportion of younger users of their services (29%, 24% and 19% respectively).

Participants from St John Ambulance New Zealand also tended to be older - patients who responded to the survey were significantly more likely than Wellington Free Ambulance patients to be aged over 51 (90% compared to 80%).

Figure 2. Person completing the survey

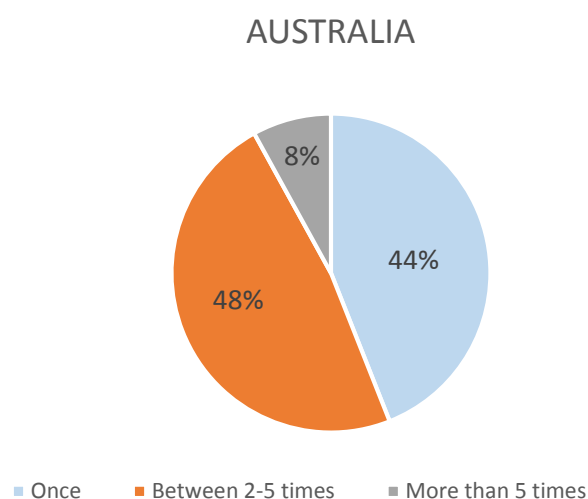


1. Is the person completing the survey? Base n (Australia) = 2611; (New Zealand) = 1852 (excludes 'missing')

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 (26%), significantly more than in New Zealand (11%). The proportion of carers/patients has remained consistent for the previous three years of the study.

The breakdown of who completed the survey was consistent between services in both countries.

Figure 3. 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?

Base n (Australia) = 2529; (excludes 'missing')

Most commonly, Australian respondents reported using the ambulance service once in the last 12 months (48%), with a further 44% using it 'between two and five times', the remaining 8% indicated 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 (72%). Conversely, those in New South Wales were significantly more likely to say they had used the ambulance service twice or more (55%) than all other services. Perhaps unsurprisingly, those aged 50 and under living in Australia were significantly more likely to report using the ambulance only once (52%) when compared to those aged over 50 (43%).

This question was not asked in New Zealand.

3. Findings

3.1 Overall satisfaction

Table 1. Overall satisfaction (Q10) – 2019 Results

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET SATISFIED	NET DISSATISFIED
VIC	81%	16%	2%	1%	0%	97%	1%
NSW	81%	17%	1%	0%	1%	98%	1%
QLD	78%	19%	2%	2%	0%	96%	2%
WA	87%	12%	0%	0%	0%	99%	1%
TAS	82%	16%	1%	1%	0%	98%	1%
NT	83%	12%	2%	3%	1%	95%	3%
ACT	86%	11%	2%	0%	1%	97%	1%
SA	89%	11%	0%	0%	0%	100%	0%
AUS OVERALL	82%	16%	1%	1%	0%	98%	1%
SJNZ	90%	7%	2%	1%	0%	97%	1%
WNZ	89%	7%	2%	1%	1%	96%	2%
NZ OVERALL	90%	7%	2%	1%	0%	97%	1%

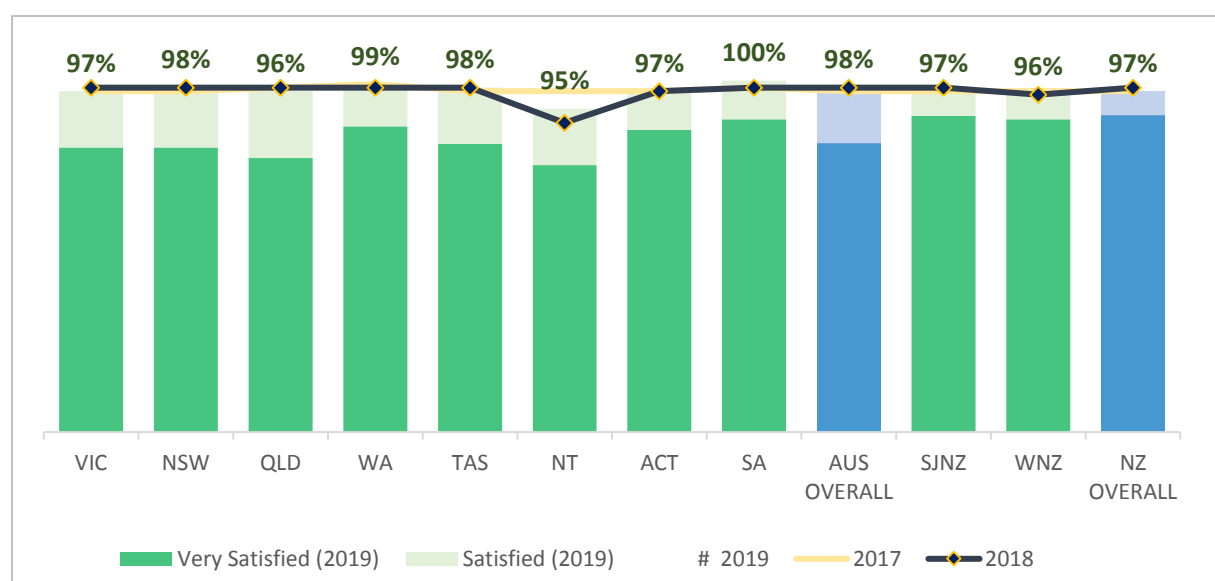
10. How satisfied were you overall with your last experience using the Ambulance Service? Base n (Australia) = 2549; n (New Zealand) = 1790 (excludes 'missing', 'don't know/can't say')

Overall Satisfaction amongst respondents regarding their last experience with the Ambulance Service remained very positive in both Australia and New Zealand. South Australia recorded the highest satisfaction score with only one respondent reporting not being satisfied. Similarly, South Australia had the highest proportion of respondents reporting being 'Very Satisfied' (89%). No ambulance service experienced a significant change in results where compared to previous years. Whilst the Northern Territory recorded the lowest overall satisfaction score (95%) this was an increase on the 2018 result (92%).

Australian service users aged 51 and over were significantly more likely to report being satisfied with their last experience compared with those aged under 50 (98% and 93% respectively). Those who had used the ambulance 5 times or more were the most likely to report being dissatisfied, though this was only a small proportion of users (3%). No other significant differences were observed when looking at overall satisfaction scores across demographics.

In New Zealand, overall satisfaction was consistent with that recorded in Australia - 97% of all respondents reporting being 'very satisfied' or 'satisfied' with their experience. Within New Zealand, satisfaction levels did not vary significantly between St John's or Wellington Free Ambulance, nor were there any significant differences between demographics.

Figure 4. Overall satisfaction (Q10) – Key Findings 2017-2019



10. How satisfied were you overall with your last experience using the Ambulance Service? Base n (Australia) = 2549; (New Zealand) = 1790 (excludes 'missing', 'don't know/can't say')

Table 3: Overall satisfaction (Q10) – Time series

	2015	2016	2017	2018	2019
VIC	97%	97%	97%	98%	97%
NSW	99%		97%	98%	98%
QLD	98%	100%	98%	98%	96%
WA	97%	97%	99%	98%	99%
TAS	98%	98%	97%	98%	98%
NT	97%	96%	97%	92%↓	95%
ACT	98%	98%	97%	97%	97%
SA	98%	98%	98%	98%	100%
AUS OVERALL	98%	98%	97%	98%	98%
SJNZ	-	-	97%	98%	97%
WNZ	-	-	97%	96%	96%
NZ OVERALL	-	-	97%	98%	97%

↓↑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; 2019 (Australia) n=2549 (New Zealand) n=1790; (excludes 'missing', 'don't know/can't say')

As with previous waves of the study, overall satisfaction figures across all services remained overwhelmingly positive. As was the case in 2018, 98% of Australian service users reported being either 'very satisfied' or 'satisfied' with their overall experience. This is the fourth time in five waves of the study that NET Satisfaction has been reported by 98% of Australian respondents, the only exception being in 2017 when this figure dropped slightly to 97%. Five of the eight Australian services experienced a minor increase while Victoria and New South Wales experienced a decrease of less than one percentage point, Queensland's NET Satisfaction decreased 1.7%.

This figure was much the same in New Zealand where 97% of service users reported being satisfied with their experience. This figure represented a 0.6% decrease when compared against the 2018 figure. Both New Zealand services contributed to this minor decrease as both St Johns and Wellington experienced a decrease of less than half a percentage point. This marks the third straight wave that overall satisfaction in New Zealand has measured above 97%.

“Very satisfied with the whole service provided, staff were confident and reassuring”- Patient, Western Australia

“I can’t think of anything which would have improved my experience - I was very satisfied with the service given to me. They were excellent.” - Patient, NSW

“Professionalism made the experience. Gave me confidence to be proud of how I was treated.” - Patient, VIC

3.2 Patient Experience

3.2.1 Calling the Ambulance Service

Time taken

Table 2. Time taken to be connected (Q2) – Australia 2019

	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	47%	20%	27%	4%	2%	67%	5%
NSW	40%	25%	29%	5%	1%	65%	6%
QLD	44%	17%	32%	4%	3%	61%	7%
WA	52%	18%	29%	1%	0%	70%	1%
TAS	43%	22%	29%	4%	2%	64%	6%
NT	45%	13%	37%	1%	4%	58%	5%
ACT	39%	20%	37%	2%	2%	60%	3%
SA	47%	21%	30%	2%	0%	68%	2%
AUS OVERALL	45%	21%	29%	4%	2%	65%	5%

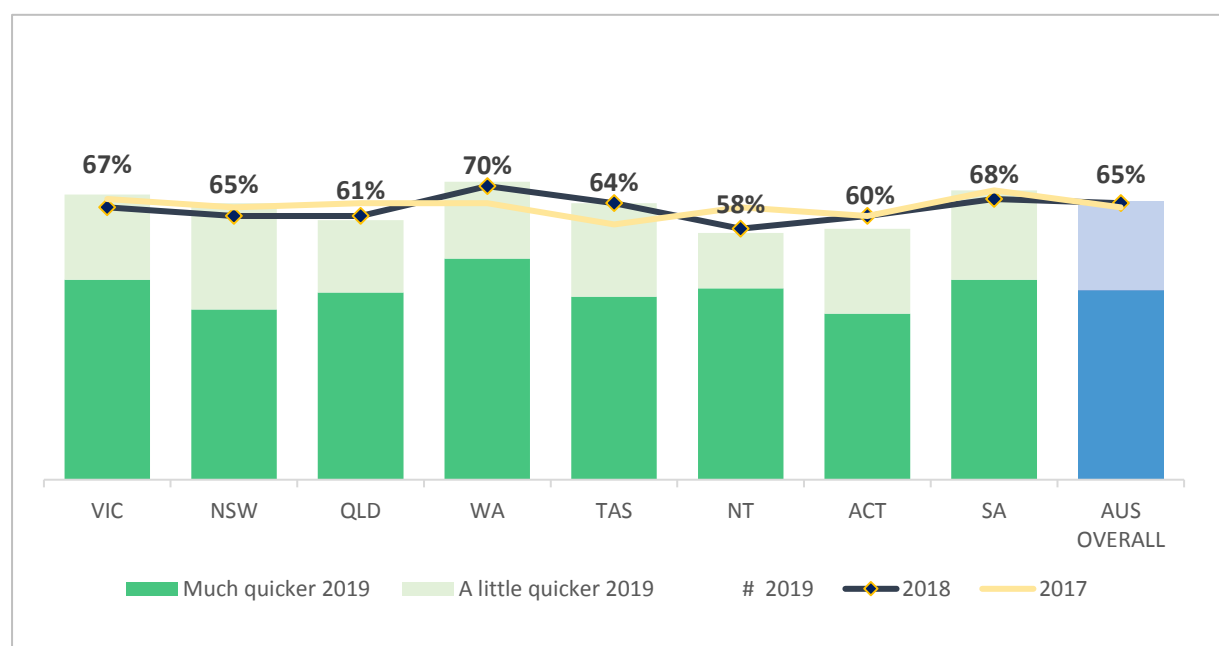
2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? Base n (Australia) = 2115; (excludes 'missing', 'don't know/can't say')

In Australia, two-thirds of respondents (65%) 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 forty-five percent (45%) of participants saying it was 'much quicker than I thought it would be'. Close to one-third of respondents (29%) felt that the time taken to be connected was in line with their expectations, while the remaining 5% felt they were connected more slowly than they expected to a call taker. Western Australia service users appeared the most satisfied with wait time to be connected, though there were no significant differences cited when comparing services.

Across Australia there were no significant differences between demographics at an overall level.

This question was not asked in New Zealand.

Figure 5. Time taken to be connected (Q2) – Key Findings 2017-2019



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, n (2019) = 2115 (excludes 'missing', 'don't know/can't say')

In relation to time taken to be connected, 2019 results are consistent with those recorded in the previous two years. Similar proportions of respondents stated that the time waited to be connected to the ambulance service was 'much quicker' or 'a little quicker' than they expected (65% in 2017, 64% in 2018 and 65% in 2019). Just one-in-twenty (5%) service users felt they were connected more slowly than expected in 2019.

Western Australia recorded a significant increase in the proportion reporting that they were connected 'much quicker' than expected – from 47% in 2018 to 52% in 2019. This was the most positive result of all services in 2019.

No other significant differences between services over time were observed.

"The best thing was that they were quick and I was not kept waiting." - Patient, TAS

"The paramedics and call centre staff are always professional, compassionate, friendly and they listen" – Relative, QLD

"Ambulance call handler was very calm and approachable. Paramedics were professional." - Relative, ACT

Assistance Provided

Table 3. Assistance provided by call taker (Q3) – Australia 2019

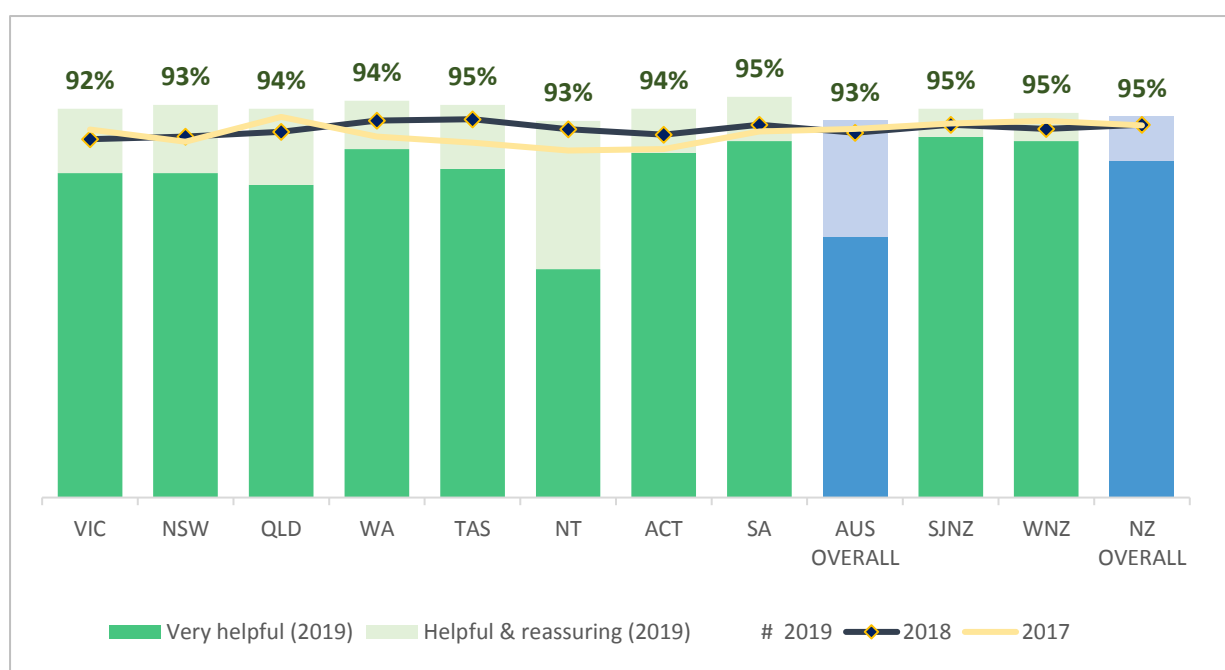
	Very helpful and reassuring	Helpful and reassuring	OK	Not helpful and not reassuring	Very unhelpful and not at all reassuring	NET Helpful	NET Unhelpful
VIC	65%	27%	7%	0%	1%	92%	1%
NSW	63%	29%	6%	1%	1%	93%	2%
QLD	65%	29%	5%	0%	0%	94%	0%
WA	61%	33%	6%	0%	0%	94%	0%
TAS	71%	24%	5%	0%	0%	95%	0%
NT	57%	37%	4%	3%	0%	93%	3%
ACT	63%	30%	5%	1%	0%	94%	1%
SA	67%	27%	5%	0%	0%	95%	0%
AUS OVERALL	65%	29%	6%	0%	0%	93%	1%
SJNZ	83%	12%	2%	2%	2%	95%	3%
WNZ	84%	10%	3%	1%	2%	95%	2%
NZ OVERALL	83%	11%	2%	1%	2%	95%	3%

3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? Base n (Australia) = 2010; (New Zealand) = 1069 (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' (93% in Australia and 95% in New Zealand). New Zealanders were significantly more likely to specifically report that the call handler was 'very helpful and reassuring' compared to Australians (83% compared to 65%). Zero percent (0%) of respondents from Victoria, Queensland, Tasmania, Western Australia and South Australia reported the call taker being unhelpful.

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

Figure 6. Assistance provided by call taker (Q3)- Key Findings 2017-2019



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; n (Australia, 2019) = 2010; n (New Zealand) 1012 (excludes 'missing', 'don't know/can't say')

The 2019 findings at an Australia overall level experienced a minor increase, reaching an all-time high of 93%. This figure represented an increase of 2% on 2018 results in Australia. For the third straight year just 1% of Australian respondents reported that the call handler was unhelpful.

In New Zealand, the proportion of respondents that indicated the call handler was helpful and reassuring also hit an all-time high of 95%, this again represented a 2% increase on 2018 results.

In New Zealand, respondents aged 51 and over were significantly more likely to report the finding the Ambulance Service caller helpful and reassuring in comparison to those aged 50 and younger (95% versus 89%). There were no other significant differences across demographics in either Australia or New Zealand.

"We have called the ambulance about 7 times in the past 10 years or so. Every time the person on the phone was calm, reassuring & kept talking until the ambulance arrived" - Patient, ACT

"The paramedics and call centre staff are always professional, compassionate, friendly and they listen" – Relative, QLD

"Ambulance call handler was very calm and approachable. Paramedics were professional." - Relative, ACT

3.2.2 Waiting for the ambulance

Time taken

Table 4. Time taken for ambulance to arrive (Q4) – Australia & New Zealand 2019

	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%	25%	6%	4%	65%	10%
NSW	33%	25%	29%	9%	3%	58%	13%
QLD	36%	16%	27%	11%	9%	52%	20%
WA	44%	21%	30%	2%	2%	66%	4%
TAS	35%	21%	31%	7%	6%	56%	13%
NT	38%	18%	29%	9%	6%	56%	15%
ACT	36%	22%	33%	5%	4%	58%	9%
SA	40%	23%	31%	4%	2%	63%	6%
AUS OVERALL	38%	21%	28%	8%	5%	60%	12%
SJNZ	38%	21%	30%	7%	4%	59%	11%
WNZ	34%	20%	29%	11%	6%	54%	17%
NZ OVERALL	37%	21%	30%	8%	4%	58%	12%

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) = 2385; (New Zealand) = 1716 (excludes 'missing', 'don't know/can't say')

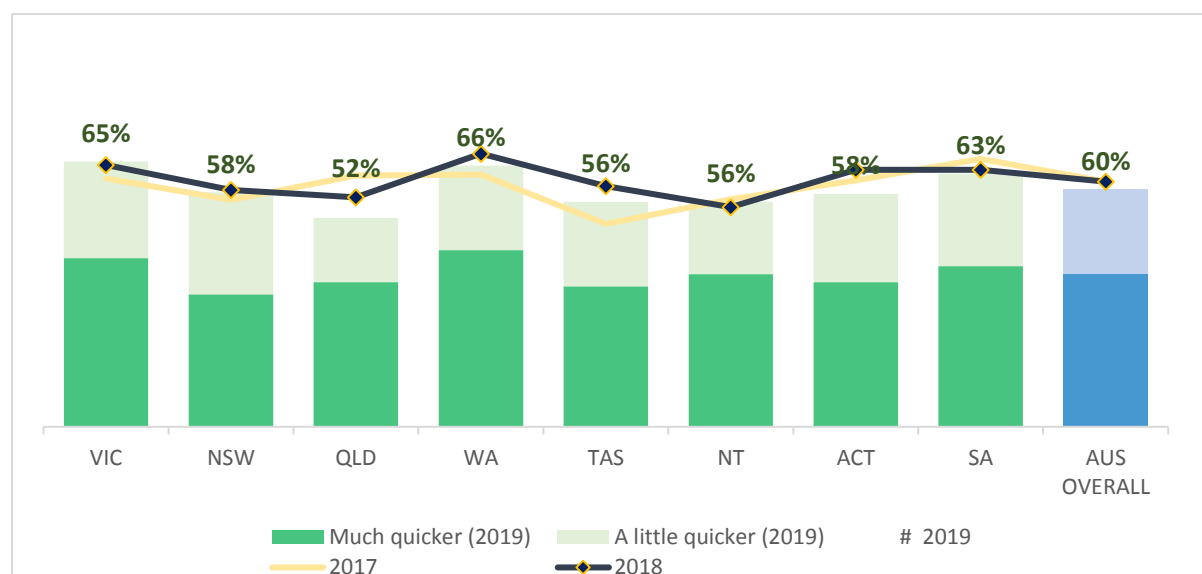
In Australia, three-in-five respondents (60%) stated that the ambulance arrived 'much' or 'a little' quicker than they thought it would, with over one third of respondents (38%) reporting that it arrived 'much quicker'.

One-in-five Queenslanders (20%) reported that they waited longer than expected – this is significantly more than all other states. In contrast to this, the results indicate that Australian Capital Territory, South Australian and Western Australian patients were the most satisfied with the timeliness of the ambulance – all these services had less than 10% of respondents providing a negative response.

Within Australia, significantly more patients indicated the ambulance arrived quicker than expected when compared against relatives and carers (62% vs 54%). Similarly, those aged over 51 seem more satisfied with wait times - 62% stated the ambulance arrived quicker than expected, significantly more than respondents aged under 50 (46%). This may be due to the greater expectations held by younger patients.

Results in New Zealand were similar to Australia, with 58% of all 2019 respondents reporting that the ambulance arrived 'much' or 'a little' quicker than they expected. 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 when comparing New Zealand findings by demographics.

Figure 7. Time taken for the ambulance to arrive (Q4)- Key Findings 2017-2019



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; n (Australia 2019) = 2385; n (New Zealand 2019) = 1609 (excludes 'missing', 'don't know/can't say')

At an Australian Overall level, satisfaction with the timeliness of the arrival of the ambulance remained largely consistent with previous years at 60%. This figure represents a 1% decrease on 2017 and 2018 results (61%). All states, with the exception of Victoria, experienced a decrease in satisfaction with wait times. The largest decrease was observed in Queensland and the ACT, both services experienced at least a 5% decrease in satisfaction with wait times.

Results remained unchanged for the third year across St John and Wellington services. 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.

"Quick and timely service. Very professional and caring staff that explained things clearly & concisely were friendly and reassuring. They made me feel safe" - Relative, NT

"The ambulance arrived very quickly the paramedics were professional and yet reassuring, calm and efficient" – Patient, NSW

"Quick service & friendly, professional personnel" - Patient, WA

"Arrived very quickly provided high level of care" – Carer, VIC

Reasonable wait time

Table 5. Reasonable time for an ambulance (Q9) – Australia 2019

	Average (mins)	Standard Deviation	Minimum	Q1	Median	Q3	Maximum
VIC	16.1	9.4	1	10	15	20	90
NSW	16.6	11.5	1	10	15	20	120
QLD	18.0	11.1	2	10	15	20	80
WA	15.3	7.8	1	10	15	20	60
TAS	21.7	12.0	1	15	20	30	60
NT	17.3	12.0	5	10	15	20	90
ACT	16.4	8.1	5	10	10	15	45
SA	15.8	8.6	5	10	15	20	60
AUS OVERALL	16.8	10.4	1	10	15	20	120

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:

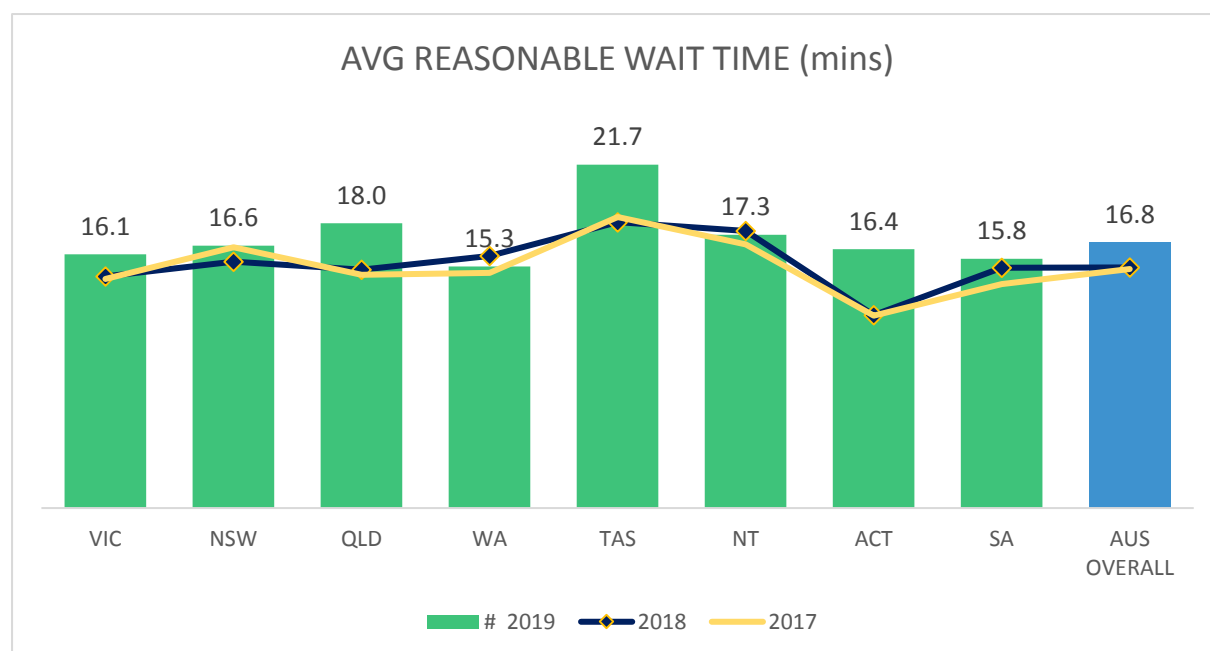
- mean (the average)
- the minimum answer provided in each state and across each country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (a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

On average, Australia-wide, respondents reported that 16.8 minutes was a reasonable time to wait if they had an emergency in their home. Tasmanians had the most lenient expectations regarding time to wait for an ambulance, with an average of 21.7 minutes, this was significantly longer than all other states. Victoria (16.1), NSW (16.6), WA (15.3), SA (15.8), ACT (16.4) and NT (17.3) all had similar expectations in regard to wait times. Queenslanders felt that 18 minutes was an acceptable time to wait.

On average, respondents aged over 50 felt that 17.0 minutes was a reasonable time to wait, this was slightly longer than those aged under 50, who on average reported 16.1 minutes as a reasonable wait time.

This question was not asked in New Zealand.

Chart 6. Reasonable time for an ambulance (Q9) – Australia 2019



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; (2019) = 2135 (excludes 'missing', 'don't know/can't say')

What respondents deemed a reasonable wait time increased in 2019 when compared against previous years. In 2017, 15.1 minutes was deemed a fair time to wait, this increased to 15.2 in 2018 and has increased significantly to 16.8 minutes this year. Victoria, Queensland, Tasmania and the ACT all had significantly higher 'reasonable wait times' in 2019 when compared to 2018 results. Western Australia was the only service to experience a reduction in what service users feel is a reasonable time to wait (from 16.0 in 2018 to 15.3 in 2019).

The median wait time Australia-wide remained consistent at 20 minutes for the third straight year.

It is worth noting that the minor change in wording to this question in 2019 may have contributed to the variance in results.

"Very happy with prompt service, care and professionalism" - Patient, VIC

"Very prompt professional service. Knowledgeable and friendly staff" – Relative, WA

"They were very prompt in attending and their knowledge and care was excellent" – Patient, VIC

"Knowing the expected time of arrival would be reassuring" – Relative, NT

3.2.3 Provision of care

Care provided

Table 7. Paramedics' care (Q5) – Australia 2019

	Very good	Good	OK	Poor	Very poor	NET GOOD	NET POOR
VIC	89%	9%	2%	0%	0%	97%	0%
NSW	89%	9%	2%	0%	0%	98%	0%
QLD	84%	12%	3%	0%	1%	96%	2%
WA	89%	10%	1%	0%	0%	99%	0%
TAS	89%	9%	2%	0%	0%	98%	0%
NT	88%	7%	3%	1%	2%	94%	2%
ACT	90%	7%	1%	1%	0%	97%	2%
SA	91%	8%	1%	0%	0%	99%	0%
AUS OVERALL	88%	10%	2%	0%	0%	97%	1%

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

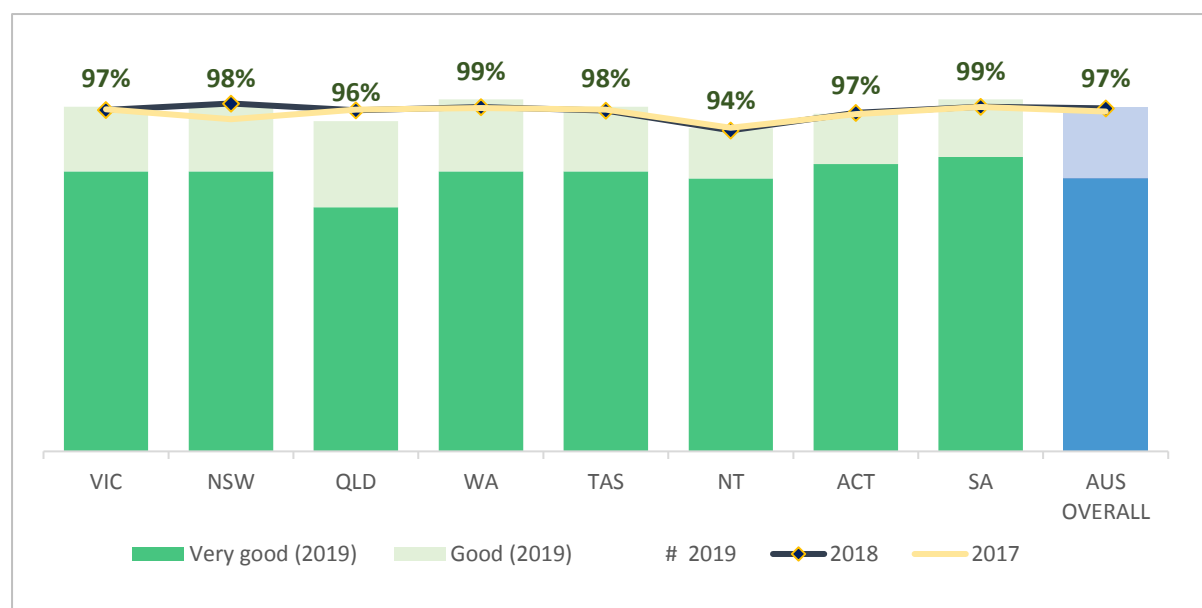
Base n (Australia) = 2,556; (excludes 'missing', 'don't know/can't say')

Respondents overall experiences with the care provided by the ambulance paramedics in Australia were very positive. Eighty-eight percent (88%) of respondents indicated the care received was 'very good', and a further 10% said it was 'good'. In contrast, across Australia only 1% of participants described the care they received as 'very poor' or 'poor'. Results did not vary greatly by location. Western Australian and South Australia recorded the most positive results with 99% of respondents in both states indicating the level of care provided by paramedics was good and 0% of recent service users grading the level of care provided to them as poor.

Less frequent users of the ambulance service were more likely to report the care they received as 'good' or 'very good' than those who reported using the ambulance service 5 or more times – 98% of respondents who have used the service between 1 and 5 times reported a positive score, significantly more than those who had used service 5 or more times (93%). This could be a result of regular service users having one poor experience and reporting as such. No other significant differences were observed between demographics.

This question was not asked in New Zealand.

Figure 8. Paramedics' care (Q5) – Key Findings 2017-2019



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; n (2019) = 2556 (excludes 'missing', 'don't know/can't say')

For the third straight year experiences with the level of care provided by the ambulance paramedics were very positive. All services across each year of the study have recorded between 94% and 99% as a proportion of respondents rating their level of care as 'good' or 'very good'. There were no significant differences across demographics.

"With all the ambulances I've had the service provided has been excellent. They talk to you, make you feel at ease" – Patient, SA

"Paramedics were very considerate, gave me choice & explained of the treatment options. They were kind & trustworthy" – Patient, ACT

"Very friendly and caring staff" – Relative, TAS

"Paramedics were very caring and super attentive to my needs" – Patient, WA

Trust and confidence

Table 8. Trust and confidence in quality of care and treatment (Q6) – Australia & New Zealand 2019

	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	73%	20%	7%	1%	0%	93%	1%
NSW	72%	22%	5%	0%	1%	94%	1%
QLD	66%	24%	8%	1%	0%	90%	2%
WA	73%	22%	5%	0%	0%	94%	0%
TAS	73%	21%	6%	0%	0%	94%	0%
NT	77%	14%	6%	2%	2%	91%	3%
ACT	70%	23%	6%	1%	0%	93%	1%
SA	73%	21%	5%	0%	0%	95%	0%
AUS OVERALL	71%	22%	6%	1%	0%	93%	1%
SJNZ	90%	8%	1%	0%	0%	99%	0%
WNZ							
NZ OVERALL	90%	8%	1%	0%	0%	99%	0%

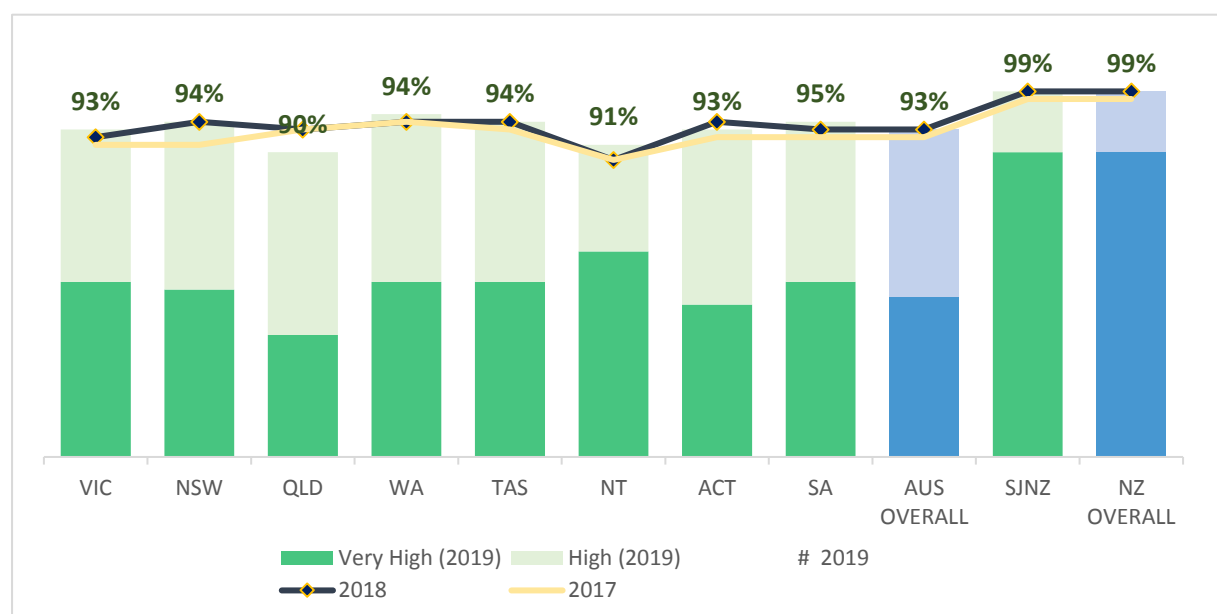
6. How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? Base n (Australia) = 2570; (New Zealand) = 838 (excludes 'missing', 'don't know/can't say')

The levels of trust and confidence in the quality of care and treatment the ambulance service staff are able to provide 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 staffs' ability to provide quality care and treatment. Australia-wide, of the 2,570 responses to this question, only 22 (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 99% said their confidence was 'very high' or 'high'. This figure was significantly higher when compared against the Australian average.

Interestingly in Australia, males were significantly more likely to express a high level of confidence than females (95% and 91% respectively). Whilst older respondents (50+ years) old had a higher level of confidence (94%) than younger respondents (87%). Frequency of usage did not appear to impact the level of confidence a respondent had in the ambulance service staff.

Figure 9. Trust and confidence in quality of care and treatment (Q6) – Key Findings 2017-2019



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 Base n (Australia, 2019) = 2570; (New Zealand, 2019) = 838 (excludes 'missing', 'don't know/can't say')

Results in 2019 were consistent with those recorded in the previous two years. As was the case in 2018, 93% reported having a 'very high' or 'high' level of confidence in the ambulance staff. No services experienced any significant change when analysing results over time.

New Zealand experienced an increase for the second year in a row, up from 97% in 2017 to 99% in 2019.

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

"Caring and helpful, professional. They were like family, very sweet & kind." - Patient, ACT

"The staff were cool, calm and collected. They showed confidence in their ability to provide care." - Patient, WA

"Very Helpful, Patient and provided excellent care." - Patient, ACT

"Very caring paramedics, confident and accurate with assessment of patient" - Relative, TAS

Communication

Table 9. Service staff explanations (Q7) – Australia & New Zealand 2019

	A very clear and thorough explanation	A reasonably clear and thorough explanation	Explanation of my condition & treatment were just OK	Some explanation was given	No, not at all	NET CLEAR & THOROUGH	NET UNCLEAR
VIC	66%	29%	2%	2%	2%	94%	4%
NSW	75%	21%	2%	1%	1%	96%	2%
QLD	70%	23%	4%	2%	1%	93%	3%
WA	72%	24%	2%	1%	1%	96%	2%
TAS	77%	20%	2%	1%	1%	97%	1%
NT	71%	21%	2%	3%	3%	92%	6%
ACT	63%	32%	3%	0%	1%	95%	1%
SA	74%	21%	3%	1%	0%	95%	2%
AUS OVERALL	71%	24%	3%	2%	1%	95%	3%
SJNZ	83%	13%	3%	1%	0%	96%	1%
WNZ	73%	22%	4%	1%	1%	95%	1%
NZ OVERALL	81%	15%	3%	1%	0%	96%	1%

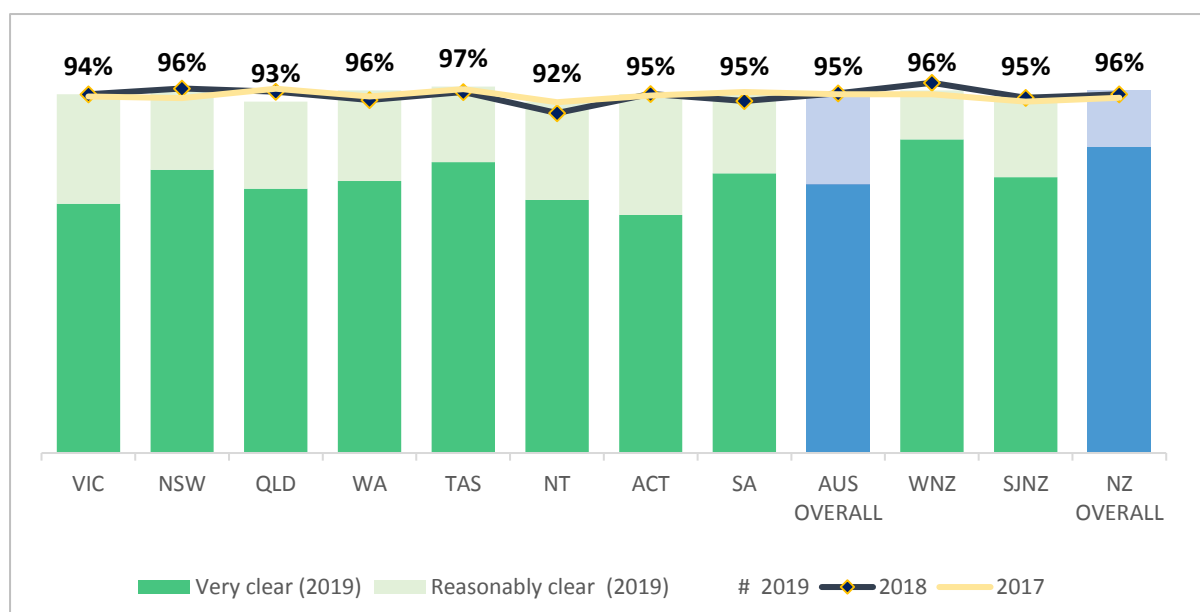
7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? Base n (Australia) = 2453; (New Zealand) = 1121 (excludes 'missing', 'don't know/can't say')

In Australia, ninety-five per cent (95%) of respondents felt that ambulance service staff provided a 'very clear' (71%) or 'reasonably clear' (24%) explanation of their condition and reasons for treatment. Of the remaining proportion of respondents, 3% found that service staff explanations were 'just ok'. and 3% reported that 'some' or 'no' explanation was given when asked if their condition or treatment was explained in a way they could understand. No significant differences were cited between services – all services reported positive scores between 93% and 97% for this question.

In New Zealand, (96%) of respondents felt that ambulance service staff provided a 'very clear' (81%) or 'reasonably clear' (15%) explanation of their condition and reasons for treatment. A further 3% said explanations were '...just ok'. Significantly more respondents from St Johns reported experiencing 'A very clear and thorough explanation' than those in Wellington (83% vs 73%).

Of all participants in both Australia and New Zealand those aged over 50 were more likely to report receiving clear explanations than younger respondents.

Figure 10. Service staff explanations (Q7)- Key findings 2017-2019



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; Base n (Australia 2019) = 2453; (New Zealand 2019) = 1690 (excludes 'missing', 'don't know/can't say')

As was the case in both 2017 and 2018, 95% of Australian reported receiving a 'very clear' or 'reasonably clear' explanation of their condition and reasons for treatment. The consistency in results across the last three years was the same for all services.

New Zealand hit an all-time high of 96% in 2019 – a slight increase on previous results. While this doesn't seem noteworthy, what was observed was a significant increase in those reporting they received a 'very clear' explanation, from 67% in 2018 to 81% in 2019. This resulted in New Zealand recording a significantly higher proportion of respondents reporting 'A very clear and thorough explanation' than those in Australia (81% vs 71%).

When comparing across demographics, male respondents were significantly more likely to report having a 'very clear' or 'reasonably clear' treatment experience compared to females (96% versus 94% NET clear).

"Very reassuring. Knew what they were doing - Explained everything." - Patient, WA

"Paramedics were very caring and explained every procedure thoroughly" - Patient, QLD

"They were wonderful explaining the process and made me very comfortable. Referring to my experience they and all of you so amazing" - Patient, NSW

"The paramedics explained each procedure and the actions they would carry out - clearly." – Patient, VIC

Table 10. Quality of the ride (Q8) – Australia & New Zealand 2019

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET COMFORTABLE	NET UNCOMFORTABLE
VIC	70%	24%	5%	1%	1%	94%	1%
NSW	74%	23%	3%	0%	1%	96%	1%
QLD	73%	23%	4%	1%	0%	95%	1%
WA	76%	21%	3%	0%	0%	97%	0%
TAS	67%	28%	4%	1%	0%	95%	1%
NT	81%	16%	3%	0%	1%	97%	1%
ACT	78%	19%	2%	1%	0%	97%	1%
SA	74%	24%	2%	0%	0%	98%	0%
AUS OVERALL	73%	23%	3%	1%	0%	96%	1%
SJNZ	77%	18%	3%	1%	1%	95%	1%
WNZ	81%	14%	4%	1%	1%	95%	1%
NZ OVERALL	78%	18%	3%	1%	1%	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) = 2466; (New Zealand) = 1605 (excludes 'missing', 'don't know/can't say')

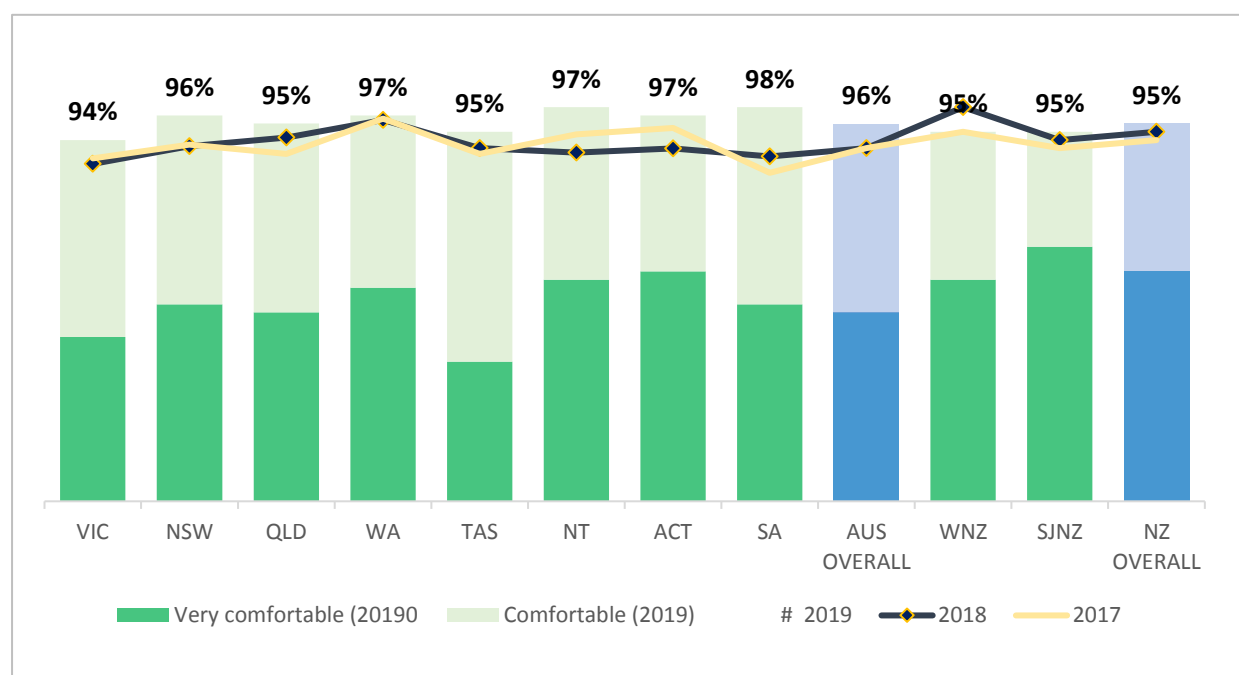
Among Australians, almost three quarters (73%) of respondents described the ride as 'very comfortable' and a further twenty three percent (23%) as 'comfortable' (96% NET comfortable). Only 3% described the journey as 'OK', 1% as 'uncomfortable' and '0%' as 'very uncomfortable'. Results across services were largely similar, all services recorded a NET comfortable score of between 94% and 98%.

Results did not vary significantly between services or by age, gender or frequency of usage.

Over three-quarters of New Zealand respondents (78%) rated the quality of the ride as 'very comfortable', and a further 18% said it was 'comfortable' (95% NET comfortable). New Zealand service users were significantly more likely than Australians to describe the ride as 'very comfortable' (79% compared to 73%).

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

Figure 11. Quality of the ride (Q8) - Key findings 2017-2019



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 Base n (Australia, 2019) = 2466; (New Zealand, 2019) = 1605 (excludes 'missing', 'don't know/can't say')

In Australia, experiences regarding comfort during the ambulance journey experienced a significant increase when compared to the previous study. The 96% NET comfortable score represented a 3% increase on both 2017 and 2018 results.

All Australian services reported a higher rating in 2018 than in 2019. This was most pronounced in South Australia where the proportion of respondents reporting their journey as 'Very comfortable' or 'comfortable' has significantly increased from 92% in 2018 to 98% in 2019.

In New Zealand, both services recorded similar results to those reported in 2017 and 2018.

"They took me to hospital in a very comforting and comfortable way" - Patient, ACT

"Made me feel very comfortable at all times" - Patient, NSW

"Provide them with better equipment. Ride in ambulance was very rough" – Carer, TAS

"Experienced driver - very calm, comfortable ride" - Patient, WA

"Service was very good but the ambulance was very rough ride" - Patient, QLD

Appendix

Appendix A: Patient Survey Questionnaire

2019 CAA Patient Experience Survey

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

Q1 Is the person completing this survey:

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, wherever 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 Thinking about your 000/111 call to the Ambulance Service, 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/ Did not make the call
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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 / Did not
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					make the call
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Remembering back to your experience during the Ambulance Service's arrival and transport

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 Please rate how you felt about the level of care provided to you by the ambulance paramedics overall, including arrival, treatment and transport?

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 paramedic 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	This was not possible
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Q8 How would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey (taking into consideration the situation you were in and local road conditions)?

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 Thinking about your most recent ambulance experience, what do you feel would have been a reasonable time to wait for the 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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Q11a) What were the best things about your experience with the ambulance service?

Q11b) What could the ambulance service do to improve the service provided to patients?

And finally, a few quick questions about you (the patient).

Q12 Which of the following best describes you (the patient)?

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 _____

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

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	82%	79%	82%	82%	56%	83%	81%	79%	100%	80%	75%	62%	72%	85%	85%	84%	83%
	1594	524	949	1119	1	1000	932	130	1	56	48	58	121	234	359	552	541
Satisfied	15%	19%	17%	15%	44%	15%	17%	17%	0%	17%	20%	27%	22%	12%	13%	15%	16%
	261	111	171	187	1	168	168	22	0	18	12	16	28	39	51	88	86
Neither satisfied, nor dissatisfied	1%	2%	1%	1%	0%	1%	1%	2%	0%	0%	5%	4%	4%	0%	1%	1%	1%
	22	10	11	20	0	18	11	2	0	1	6	4	3	3	3	6	4
Dissatisfied	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	7%	2%	1%	1%	0%	0%
	15	2	5	11	0	9	6	0	0	2	0	5	2	1	1	3	2
Very dissatisfied	0%	0%	0%	1%	0%	0%	0%	3%	0%	2%	0%	0%	0%	2%	0%	0%	0%
	7	3	3	7	0	4	3	3	0	2	0	1	0	3	1	1	1
NET SATISFIED	97%	98%	98%	97%	100%	98%	98%	96%	100%	97%	95%	89%	94%	97%	99%	99%	99%
	1855	635	1120	1306	2	1168	1100	152	1	74	60	74	149	273	410	640	627
NET DISSATISFIED	1%	1%	1%	2%	0%	1%	1%	3%	0%	3%	0%	7%	2%	3%	1%	0%	0%
	22	5	8	18	0	13	9	3	0	4	0	6	2	4	2	4	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+
Very satisfied	90%	88%	90%	89%	73%	67%	78%	87%	82%	90%	92%	94%	96%
	1432	171	688	865	46	44	56	75	148	273	436	414	72
Satisfied	7%	8%	7%	7%	20%	21%	21%	11%	11%	7%	6%	4%	4%
	113	15	55	71	11	10	12	11	15	19	26	19	3
Neither satisfied, nor dissatisfied	2%	2%	1%	2%	5%	0%	1%	1%	5%	1%	1%	2%	1%
	32	4	15	21	1	0	1	1	10	4	9	8	1
Dissatisfied	1%	1%	1%	1%	2%	12%	1%	1%	1%	1%	0%	0%	0%
	7	3	4	6	2	3	1	1	1	2	0	0	0
Very dissatisfied	0%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%
	9	4	2	11	0	0	0	1	3	1	6	2	0
NET SATISFIED	97%	96%	98%	96%	93%	88%	99%	98%	93%	97%	98%	98%	99%
	1545	186	743	936	57	54	68	86	163	292	462	433	75
NET DISSATISFIED	1%	2%	1%	1%	2%	12%	1%	1%	2%	1%	1%	0%	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	46%	40%	44%	45%	0%	45%	44%	45%	38%	50%	34%	36%	48%	47%	45%	43%	44%
	712	224	413	493	0	400	432	72	22	23	25	42	94	163	257	234	53
A little quicker than I thought it would be	20%	22%	21%	20%	25%	19%	22%	19%	13%	12%	15%	21%	14%	21%	25%	22%	19%
	313	123	204	218	1	163	233	29	9	8	13	21	28	72	135	122	22
About what I thought it would be	29%	31%	31%	29%	33%	31%	29%	25%	40%	31%	41%	38%	31%	26%	25%	30%	32%
	450	191	302	325	1	300	287	35	24	15	18	41	79	109	136	173	34
A little slower than I thought it would be	4%	4%	3%	4%	0%	3%	3%	8%	5%	7%	7%	3%	5%	3%	3%	3%	4%
	51	17	31	35	0	30	29	7	4	3	4	3	9	11	14	13	5
Much slower than I thought it would be	1%	3%	2%	2%	42%	2%	2%	3%	4%	0%	3%	2%	2%	2%	2%	1%	1%
	22	12	18	15	1	20	11	3	3	0	2	2	4	8	9	5	1
NET QUICKER	66%	62%	64%	65%	25%	64%	66%	64%	51%	62%	50%	57%	62%	68%	70%	65%	63%
	1025	347	617	711	1	563	665	101	31	31	38	63	122	235	392	356	75
NET SLOWER	5%	7%	5%	6%	42%	5%	5%	11%	9%	7%	10%	5%	7%	5%	5%	5%	5%
	73	29	49	50	1	50	40	10	7	3	6	5	13	19	23	18	6

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	64%	66%	63%	66%	25%	62%	65%	71%	100%	66%	55%	76%	68%	66%	66%	62%	65%
	938	368	576	691	1	520	635	105	1	34	25	42	69	129	220	346	346
Helpful & reassuring	29%	27%	31%	27%	0%	31%	29%	20%	0%	24%	42%	19%	23%	25%	29%	29%	31%
	418	156	275	286	0	259	274	28	0	19	18	10	26	59	94	149	159
OK	6%	6%	5%	6%	33%	6%	5%	8%	0%	10%	3%	4%	7%	8%	4%	8%	4%
	87	26	50	58	1	48	51	9	0	4	3	5	4	17	15	35	19
Not helpful & not reassuring	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%	1%	1%	0%
	9	1	6	3	0	6	4	0	0	1	1	1	1	0	3	2	0
Very un-helpful & not at all reassuring	0%	1%	0%	0%	42%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	3	4	4	2	1	4	3	0	0	0	0	0	0	1	2	2	1
NET HELPFUL	93%	93%	93%	93%	25%	93%	94%	92%	100%	90%	97%	95%	90%	91%	95%	91%	96%
	1356	524	851	977	1	779	909	133	1	53	43	52	95	188	314	495	505
NET UNHELPFUL	1%	1%	1%	0%	42%	1%	1%	0%	0%	0%	0%	0%	2%	1%	1%	1%	0%
	12	5	10	5	1	10	7	0	0	1	1	1	1	1	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 helpful & reassuring	83%	86%	82%	84%	47%	65%	78%	80%	83%	80%	87%	86%	84%
	766	131	356	521	17	20	31	40	84	151	252	243	44
Helpful & reassuring	12%	8%	12%	11%	38%	30%	17%	3%	10%	14%	9%	9%	15%
	101	14	48	65	13	5	6	2	11	23	23	25	5
OK	2%	3%	3%	2%	15%	2%	3%	11%	3%	2%	1%	2%	1%
	25	5	14	16	3	1	2	4	3	2	6	8	1
Not helpful & not reassuring	2%	0%	1%	2%	0%	0%	0%	3%	3%	3%	0%	1%	0%
	9	0	4	5	0	0	0	2	2	3	0	2	0
Very un-helpful & not at all reassuring	1%	3%	2%	2%	0%	2%	2%	3%	0%	2%	3%	1%	0%
	15	3	8	9	0	1	1	2	1	2	5	5	0
NET HELPFUL	95%	94%	94%	95%	85%	95%	95%	83%	94%	94%	96%	95%	99%
	867	145	404	586	30	25	37	42	95	174	275	268	49
NET UNHELPFUL	3%	3%	3%	3%	0%	2%	2%	6%	3%	4%	3%	3%	0%
	24	3	12	14	0	1	1	4	3	5	5	7	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%	32%	35%	40%	0%	39%	37%	37%	100%	15%	37%	23%	31%	39%	46%	37%	39%
	708	197	376	498	0	424	394	56	1	18	21	22	43	102	171	237	223
A little quicker than I thought it would be	21%	21%	22%	21%	25%	19%	24%	15%	0%	18%	19%	10%	27%	15%	20%	25%	24%
	386	135	237	273	1	219	257	29	0	11	13	10	36	38	83	151	148
About what I thought it would be	27%	31%	29%	27%	33%	27%	29%	31%	0%	43%	31%	34%	24%	28%	21%	29%	30%
	498	201	338	344	1	304	324	52	0	27	16	25	39	78	106	162	196
A little slower than I thought it would be	7%	10%	9%	7%	42%	9%	6%	12%	0%	19%	3%	21%	9%	12%	9%	6%	4%
	108	49	76	76	1	86	57	10	0	11	6	11	10	25	30	30	20
Much slower than I thought it would be	5%	5%	4%	5%	0%	6%	4%	4%	0%	4%	11%	13%	9%	7%	4%	4%	2%
	74	29	41	59	0	59	36	5	0	6	5	8	10	15	16	21	12
NET QUICKER	62%	54%	58%	61%	25%	59%	61%	53%	100%	33%	55%	33%	58%	54%	66%	62%	63%
	1094	332	613	771	1	643	651	85	1	29	34	32	79	140	254	388	371
NET SLOWER	11%	15%	13%	12%	42%	15%	10%	16%	0%	24%	14%	33%	18%	18%	13%	9%	7%
	182	78	117	135	1	145	93	15	0	17	11	19	20	40	46	51	32

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	16.9	1.5	16.8	16.9	5.6	16.9	16.8	16.5	19.3	12.6	16.6	15.8	17.8	16.4	17.0	16.7	18.3
Standard Deviation	9.9	11.8	10.8	10.2	.7	10.7	9.4	13.9	14.6	6.9	9.2	11.8	11.6	9.0	9.6	11.0	10.5
Minimum	1	1	1	1	5	1	1	1	1	1	5	3	1	3	3	1	5
25th Percentile	10	10	10	10	5	10	10	10	10	10	10	10	10	10	10	10	10
Median	15	15	15	15	6	15	15	12	15	10	15	15	15	15	15	15	15
75th Percentile	20	20	20	20	6	20	20	20	20	15	20	20	20	20	20	20	20
Maximum	90	120	120	80	6	90	90	120	80	30	45	90	60	60	60	120	60

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	88%	87%	88%	87%	67%	89%	87%	80%	100%	89%	69%	76%	85%	90%	89%	89%	91%
	1691	574	1024	1180	2	1066	994	135	1	68	48	61	131	250	387	582	574
Good	9%	12%	10%	10%	0%	8%	11%	13%	0%	5%	31%	14%	13%	6%	8%	8%	8%
	164	64	96	126	0	101	105	16	0	8	16	12	17	21	35	49	46
OK	2%	1%	2%	2%	33%	2%	2%	4%	0%	5%	0%	6%	2%	3%	2%	2%	1%
	40	6	19	25	1	24	16	5	0	3	2	4	3	8	6	12	5
Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%
	6	2	3	5	0	2	5	1	0	1	1	2	0	1	0	2	1
Very poor	0%	0%	0%	1%	0%	1%	0%	3%	0%	0%	0%	1%	0%	1%	1%	0%	0%
	6	3	0	9	0	5	1	2	0	1	0	2	0	2	2	0	2
NET GOOD	97%	98%	98%	97%	67%	97%	98%	93%	100%	95%	100%	89%	98%	95%	98%	98%	99%
	1855	638	1120	1306	2	1167	1099	151	1	76	64	73	148	271	422	631	620
NET POOR	1%	1%	0%	1%	0%	1%	0%	3%	0%	0%	0%	4%	0%	2%	1%	0%	0%
	12	5	3	14	0	7	6	3	0	2	1	4	0	3	2	2	3

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	72%	69%	71%	71%	42%	73%	69%	71%	100%	83%	56%	64%	74%	78%	78%	72%	67%
	1388	459	830	968	1	877	801	117	1	57	39	58	115	221	329	474	427
High level of confidence	21%	24%	24%	20%	25%	19%	25%	19%	0%	7%	26%	16%	19%	15%	17%	24%	27%
	392	156	270	261	1	238	258	30	0	14	15	12	32	41	71	142	169
Confident	6%	6%	5%	8%	33%	7%	6%	5%	0%	10%	18%	16%	6%	6%	4%	4%	6%
	118	35	47	101	1	84	59	6	0	7	12	12	5	15	23	30	36
Low level of confidence	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	0%	4%	0%	0%	1%	0%	0%
	10	3	4	8	0	4	6	2	0	1	1	2	1	1	2	2	1
Very low level of confidence	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	1%	2%	0%	0%	0%
	7	2	2	7	0	4	1	3	0	1	0	1	1	4	1	0	1
NET HIGH LEVEL OF CONFIDENCE	93%	93%	95%	91%	67%	92%	93%	91%	100%	90%	82%	80%	93%	92%	95%	95%	93%
	1780	615	1100	1229	2	1115	1059	147	1	71	54	70	147	262	400	616	596
NET LOW LEVEL OF CONFIDENCE	1%	1%	0%	1%	0%	1%	1%	4%	0%	0%	0%	4%	1%	2%	1%	0%	0%
	17	5	6	15	0	8	7	5	0	2	1	3	2	5	3	2	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 high level of confidence	91%	87%	92%	89%	78%	72%	81%	86%	89%	92%	93%	90%	94%
	658	73	327	367	7	13	17	25	72	134	221	180	32
High level of confidence	8%	8%	8%	9%	22%	17%	19%	14%	10%	6%	5%	10%	6%
	61	7	27	37	2	3	4	4	8	9	13	19	2
Confident	0%	4%	0%	1%	0%	6%	0%	0%	1%	1%	1%	1%	0%
	3	3	1	5	0	1	0	0	1	1	2	1	0
Low level of confidence	0%	1%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%
	1	1	0	2	0	1	0	0	0	0	1	0	0
Very low level of confidence	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	2	0	2	0	0	0	0	0	0	1	1	0	0
NET HIGH LEVEL OF CONFIDENCE	99%	95%	99%	98%	100%	89%	100%	100%	99%	99%	98%	100%	100%
	719	80	354	404	9	16	21	29	80	143	234	199	34
NET LOW LEVEL OF CONFIDENCE	0%	1%	1%	0%	0%	6%	0%	0%	0%	1%	1%	0%	0%
	3	1	2	2	0	1	0	0	0	1	2	0	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	72%	67%	72%	70%	42%	72%	71%	67%	100%	74%	72%	72%	67%	75%	71%	74%	66%
	1311	426	786	902	1	801	777	110	1	50	45	55	98	201	297	462	403
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	22%	29%	25%	24%	25%	22%	26%	23%	0%	20%	21%	16%	25%	19%	26%	22%	29%
	422	174	271	315	1	283	263	36	0	19	14	14	40	61	100	138	173
Explanation of condition & treatment were just ok	3%	2%	2%	3%	0%	3%	2%	4%	0%	5%	2%	0%	2%	2%	2%	3%	2%
	50	11	19	38	0	30	21	4	0	3	3	2	3	7	7	15	12
Some explanation was given but I could not understand it	2%	1%	1%	2%	33%	2%	0%	2%	0%	0%	2%	5%	5%	2%	1%	1%	1%
	29	4	11	19	1	22	5	3	0	2	1	4	5	4	3	5	5
No not at all	1%	2%	1%	1%	0%	0%	1%	4%	0%	0%	3%	7%	0%	2%	0%	0%	1%
	18	8	9	15	0	7	13	4	0	1	1	4	1	5	2	1	6
NET CLEAR & THOROUGH	94%	96%	96%	94%	67%	94%	96%	90%	100%	94%	93%	88%	92%	94%	96%	96%	96%
	1733	600	1057	1217	2	1084	1040	146	1	69	59	69	138	262	397	600	576
NET UNCLEAR	3%	2%	2%	3%	33%	3%	2%	6%	0%	0%	5%	12%	5%	4%	2%	1%	2%
	47	12	20	34	1	29	18	7	0	3	2	8	6	9	5	6	11

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	80%	83%	82%	79%	69%	66%	78%	73%	79%	80%	85%	81%	81%
	1143	152	557	699	37	42	51	63	129	225	349	316	52
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	16%	11%	15%	15%	27%	26%	16%	20%	15%	17%	11%	15%	18%
	283	25	136	168	17	14	12	18	26	53	68	79	17
Explanation of condition & treatment were just ok	3%	5%	2%	4%	3%	0%	5%	6%	3%	2%	3%	3%	2%
	48	9	14	40	3	0	4	4	6	7	12	15	3
Some explanation was given but I could not understand it	1%	1%	0%	1%	1%	4%	0%	0%	2%	1%	1%	0%	0%
	10	1	4	6	1	1	0	0	2	2	3	2	0
No not at all	0%	0%	0%	1%	0%	4%	1%	1%	0%	0%	1%	0%	0%
	7	2	1	8	0	1	1	1	0	0	4	2	0
NET CLEAR & THOROUGH	96%	94%	98%	95%	96%	92%	94%	93%	94%	97%	96%	96%	98%
	1426	177	693	867	54	56	63	81	155	278	417	395	69
NET UNCLEAR	1%	1%	1%	1%	1%	8%	1%	1%	2%	1%	1%	0%	0%
	17	3	5	14	1	2	1	1	2	2	7	4	0

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	74%	70%	74%	72%	56%	75%	72%	67%	100%	67%	73%	74%	72%	77%	77%	75%	68%
	1378	420	802	948	1	866	776	106	1	51	48	56	110	208	310	466	425
Comfortable	21%	27%	22%	24%	0%	21%	25%	25%	0%	27%	21%	21%	18%	19%	19%	21%	29%
	411	153	257	293	0	238	266	39	0	16	13	19	26	57	77	136	172
OK	4%	2%	3%	4%	44%	4%	3%	4%	0%	6%	6%	3%	8%	2%	4%	3%	3%
	65	17	33	45	1	39	35	6	0	3	5	3	7	6	16	20	16
Uncomfortable	1%	0%	1%	1%	0%	1%	0%	1%	0%	0%	0%	3%	0%	2%	0%	1%	0%
	12	2	8	6	0	8	5	1	0	1	0	1	1	3	0	5	2
Very uncomfortable	0%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	0%	2%	1%	0%	0%	0%
	6	2	4	3	0	2	3	2	0	1	0	0	2	1	0	1	1
NET COMFORTABLE	95%	97%	96%	96%	56%	96%	96%	92%	100%	94%	94%	94%	89%	96%	96%	96%	97%
	1789	573	1059	1241	1	1104	1042	145	1	67	61	75	136	265	387	602	597
NET UNCOMFORTABLE	1%	0%	1%	1%	0%	1%	1%	3%	0%	0%	0%	3%	2%	2%	0%	1%	0%
	18	4	12	9	0	10	8	3	0	2	0	1	3	4	0	6	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+
Very comfortable	78%	79%	74%	80%	67%	72%	80%	90%	74%	75%	76%	82%	73%
	1148	120	521	704	32	36	49	71	126	209	341	327	43
Comfortable	18%	18%	21%	15%	30%	20%	18%	9%	18%	20%	20%	14%	25%
	233	25	132	122	17	7	10	6	23	50	79	50	13
OK	3%	3%	4%	3%	1%	4%	1%	1%	4%	3%	3%	4%	2%
	49	7	29	26	1	1	2	1	5	12	12	16	4
Uncomfortable	1%	0%	0%	1%	1%	4%	0%	0%	1%	1%	1%	0%	1%
	10	0	3	7	1	1	0	0	1	1	5	0	1
Very uncomfortable	1%	0%	1%	1%	0%	0%	0%	0%	3%	1%	1%	1%	0%
	13	0	4	9	0	0	0	0	4	3	3	3	0
NET COMFORTABLE	95%	97%	95%	95%	98%	92%	99%	99%	92%	95%	96%	95%	97%
	1381	145	653	826	49	43	59	77	149	259	420	377	56
NET UNCOMFORTABLE	2%	0%	1%	2%	1%	4%	0%	0%	4%	2%	1%	1%	1%
	23	0	7	16	1	1	0	0	5	4	8	3	1