



**Summary Evaluation NWS Mersey Community
Engagement Event:** Southport Theatre & Convention
Centre, The Promenade, Southport PR9 0DZ

Date: 16 September 2019

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Introduction

This document provides a summary evaluation of feedback and themes from the North West Ambulance Service NHS Trust (NWAS) Mersey community engagement event held on Monday 16 September 2019.

Background and context

59 persons attended the event from various community groups in and around the Merseyside area including from Healthwatch Sefton, Age UK, Mersey Care and Southport Centre for the Deaf to name a few. The main outcome for NWAS staging the event was to engage with and listen to the local communities and to share understanding and awareness with community group attendees in relation to the main Ambulance service lines of Patient Transport Service (PTS), Paramedic Emergency Service (PES) and 111. This information was delivered using brief lightning talks (5 minute briefs) and followed closely with related workshops where attendees were able to participate in a facilitated exercise to provide their insight, thoughts and feedback. Participants were also given an opportunity throughout the day to place any questions they had on a question board using post it notes. A Q&A session concluded the event agenda.

The workshop exercise designed on PTS was for participants to consider every aspect of the patient journey and to tell us what individuals thought would make an excellent patient experience, so from making a booking, to the journey to the hospital and returning patients home safely again. On PES participants were provided a topic every five minutes and were asked to write down the first three words that sprung to mind. The most words used were collated in descending order for further discussion. On our 111 service we asked what was most important to users when they engage with the NHS111 service – we used 5 jars each with different topic labels which had been extracted from our NWAS postal patient surveys. These were: Helpful Advice, NHS111 Availability, Reassurance, Accessibility, Knowledge and Compassionate and Understanding Care. Each participant was given five pasta strands—and asked to either put them all in one jar or to split their pasta beads across the different jars to indicate the level of importance for each topic. The reasoning behind why some jars had more pasta beads than others were also discussed.

Feedback themes extracted for Paramedic Emergency Services (PES)

Feedback themes came from guests being asked to pick the first word that comes to mind with the topics **999 Call, emergency and response time**. Feedback was recorded on activity and facilitator pro-forma sheets respectively.

Information /Communication/Education

- Ambulance programme provides good education when to call 999 and 111
- Share positive stories
- Better understanding of the categorisation of calls e.g. stroke is a category 2

- Use a text service – requested details of how to register to use the text service.
- Maybe informing patients how long they could be waiting.
- Expectation versus perception on what is a real emergency
- Many people do not understand when to call 999

Access to care

- Fast/Quick –what is classed as quick
- Triage
- To be non – judgemental when providing care.
- To be a friendly service.
- How do deaf people access the PES service?
- You can't measure care?
- Message in a bottle helps paramedics understand my medications and medical history.
- Working together to achieve the best outcome – not feeling rushed.

Emotional support

- Fear
- Trauma
- Dignity/Respect even when callers are abusive
- Mental Health - Anxiety
- Panic when feeling rushed
- Reassurance and a sense of humour

Feedback themes extracted for Patient Transport Service (PTS)

Feedback themes came from discussions around five elements of the patient journey that guests were asked to comment on. These were: **booking your transport, journey to hospital, arrival at hospital, pick up from hospital, journey home from hospital and drop off at home.** The feedback themes shown below have been taken from activity and facilitator pro-forma sheets respectively:

Information /Communication/Education

- PTS booking stage the eligibility process and use of escorts are very important to understand.
- Issues with communication to arrange transport requirements
- More information on how to book
- More information on why we use taxis
- Communicate expected waiting times
- Can patients or families book online
- Information as to what services can be accessed e.g. query GP appointment, and dental services
- Wasted journeys, which are not required/patients cancelling PTS

Access to care

- Ambulance being on time for appointment gives reassurance and a stress free journey especially if you are elderly or are living with dementia.
- Being on time when picking up patients from hospital for return journey
- Hospital departments being aware patients are booked on PTS
- 2 hours window –this is a long time
- Phone service/tariff that is specific to deaf users that do not actually make calls – paying twice (phone bill and video relay service)

Patient Safety

- Suggest having nice background music in PTS vehicles for comfort
- Better communication
- Feeling safe with crew in vehicle – removes vulnerability
- Having someone meet you there or take you to the clinic
- Waiting more than 30 mins is too long for pick up
- Get permission to use the bus lane to improve journey times

Dignity and Respect

- Carers to accompany patients if they have dementia
- Help patients getting to the clinic
- Comfort – sitting for a long time in waiting room.

Continuity of care

- There should be a fast tracking process for pharmacy
- Arrival and departure lounge for PTS
- People who are better in the afternoon allow them an afternoon appointment

Feedback themes extracted from NHS 111

Feedback themes were extracted from discussions on what is or would be most important to users when they engage with our NHS 111 service, choosing from; Helpful Advice, NHS111 availability, Reassurance, Accessibility, Knowledge and Compassionate and understanding care.

Information /Communication/Education

- Raise awareness of this great service 111 that is there for advice.
- Not everyone knows about the service – is it 24 hour/does 111 charge for calls?
- Online information on Emergency Department waiting times so people would be more inclined to use the 111 service

Access to care

- Is 111 accessible to all (deaf)
- Deaf users are not aware of text service for 111?

- Use online face to face - Skype and Face Time to see the advisor / clinician
- More advertising required
- Long winded questions – hard if you are in pain or have a language barrier

Event feedback

Attendees were requested to complete individual event evaluation forms, including where it was staged, the quality of refreshments/ food made available and speaker facilitation of workshops. The forms asked attendees to highlight the three main things they liked and also the three things that could be improved. Feedback is detailed below using chart 1 and chart 2. The level of information provided including becoming more aware of NWS services through practical involvement using workshops is what attendees liked the most. More time, CPR awareness and clearer venue information were some of the requests for improving the next event.

Chart 1: The three main things liked by attendees

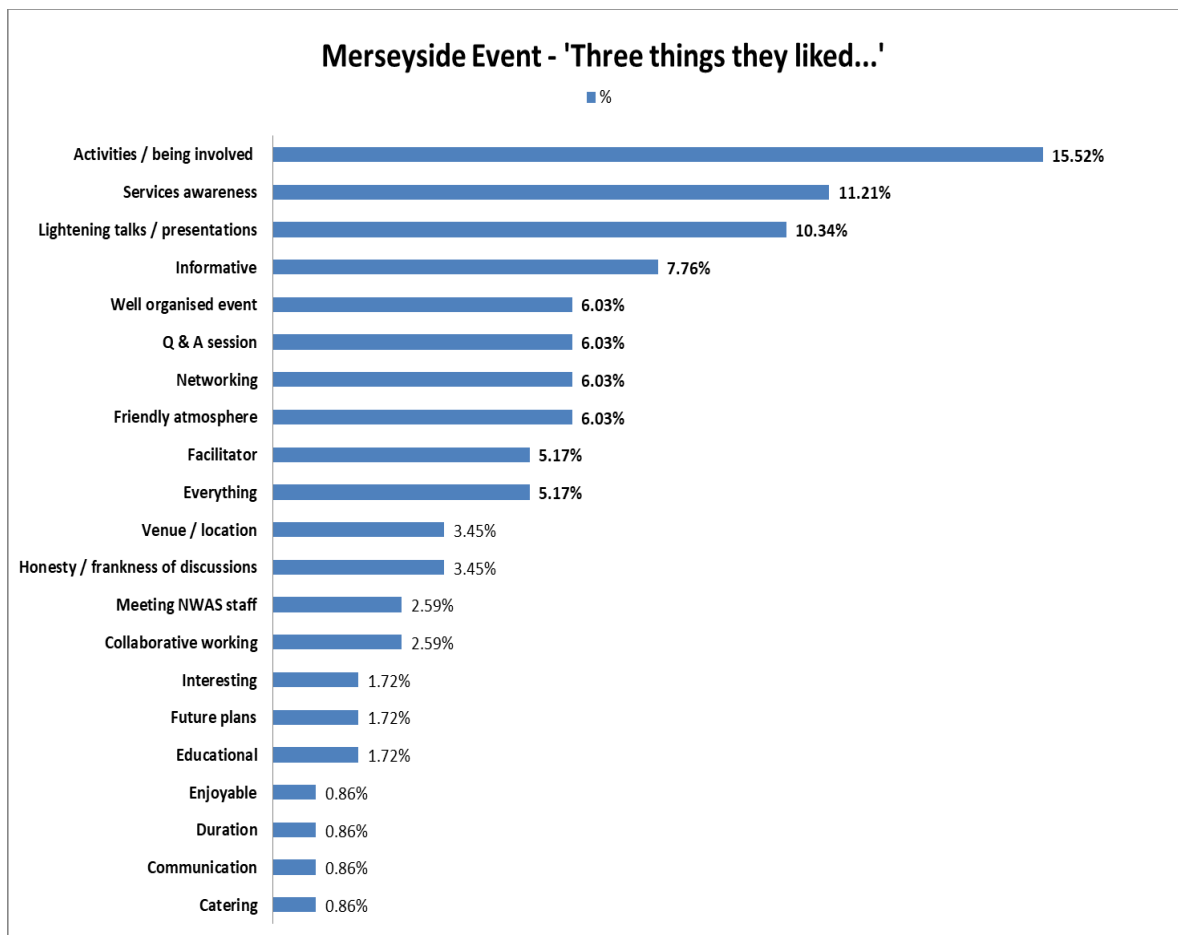
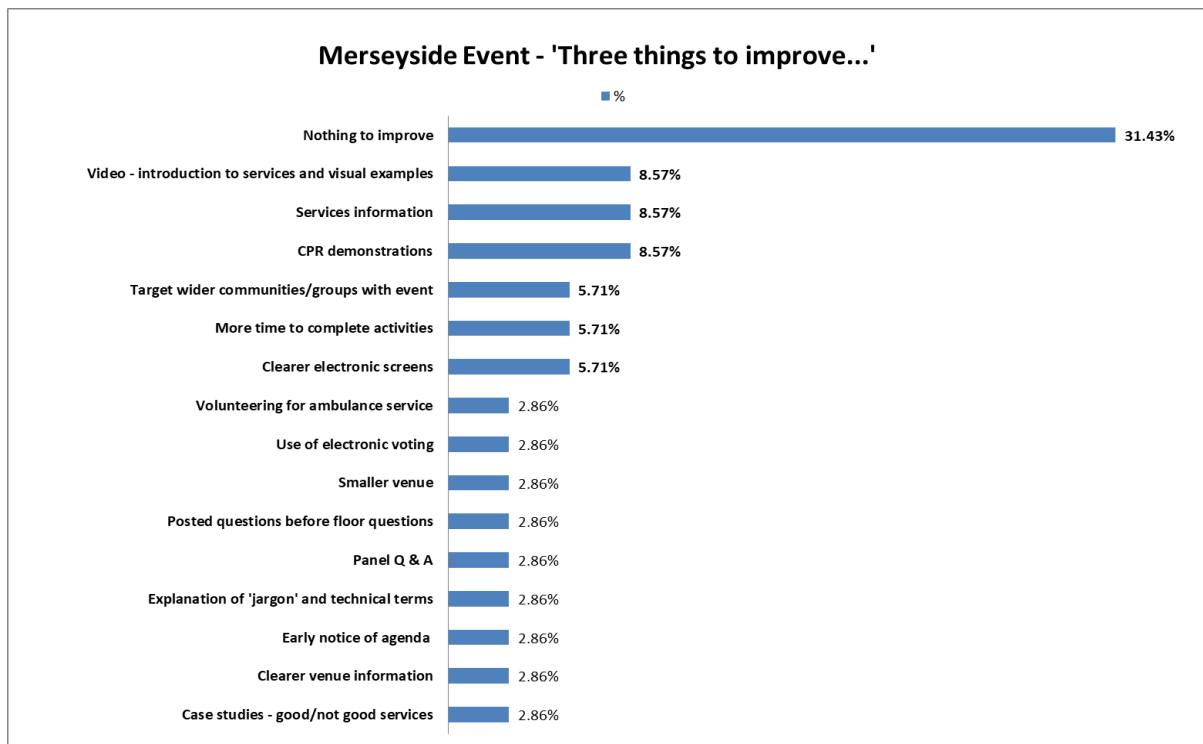


Chart 2: The three things attendees would like to see improved



Q&A Session.

Some of the requests asked by participants already feature in the feedback captured from the 3 workshops detailed in this report. Additional ones for noting in this report included:

- How we deal with a hoax call?
- How do we consider people's faith needs?
- Language and deaf awareness support at the trust?
- List of all services you can go to in all situations/circumstances? Not everybody knows what services are available to them?
- Is calling NHS 111 free?

A full list of all the questions asked in the Q&A session is available at Appendix 1. * It should be noted that all questions asked at the event were addressed by respective NWAS leads with expertise in that area of questioning*.

Recommendations

An analysis of the feedback received at the event, with discussions on the main service lines of PES, PTS and NHS 111, the staging of the event and the Q&A session provides us with considerations for recommended action. These are shown in the table below.

All			
Recommendation	Action	RAG	
1	More education about all aspects of our services including how we deal with hoax calls. Not everybody knows what services are available to them?	The trust will establish 3 NWS service communication campaigns which raise further awareness of PES, PTS and NHS 111 respectively. Consideration will be provided on how we deal with hoax calls. NHS 111 campaign starts 21 st Oct in line with NHSE campaign.	
2	Staff to be trained in using sign language required for basic patient care with deaf patients e.g. hello, my name is and can you tell me what's happened.	A proposal will be taken forward for executive management consideration.	
3	Create more awareness of Language line support and consideration of faith needs at the trust.	The trust will establish 3 NWS service communication campaigns which raise further awareness of PES, PTS and NHS 111 respectively. The campaigns will provide consideration to faith needs and accessing of Language Line services at the trust.	
Paramedic Emergency Service			
Recommendation	Action	RAG	
3	Share information on the 999 SMS text service including how to register for the service with attendees.	Shared as a web link on this report. https://www.actiononhearingloss.org.uk/live-well/products-and-technology/products-and-technology-to-help-with-profound-deafness/contacting-the-emergency-services/	
Patient Transport Service			
Recommendation	Action	RAG	
5	Suggest having nice background music in PTS vehicles for comfort	PTS Bureau Manager to further explore.	
6	More awareness of the PTS booking stage the eligibility process and use of escorts. To include information what services can be accessed e.g. query GP appointment, and dental services	NWS service communication campaigns to raise further awareness of PTS will provide consideration to this information.	

NHS 111			
	Recommendation	Action	RAG
7	Educate the public on NHS 111 as a free 24/7 service and how to access the service.	The trust will establish 3 NWAS service communication campaigns on PES, PTS and NHS 111	
8	Explore how accessible 111 is for people with disabilities in particular the deaf communities	<ul style="list-style-type: none"> Visual BSL interpretation service can be accessed by all users of the NHS 111 service. 	
		<ul style="list-style-type: none"> NHS 111 leads to explore the possibilities of providing BSL interpretation as a free service. 	

3 THINGS ATTENDEES WANT TO SEE IMPROVED AT THE NEXT EVENT?		
	Recommendation	Action
1	More time for the event.	A review of this will be undertaken when planning for the next NWAS community engagement event.
2	CPR training	A review of this will be undertaken when planning for the next NWAS community engagement event.
3	Clear venue information including entrance and parking.	A review of this will be undertaken when planning for the next NWAS community engagement event.

Appendix 1

Southport – Mersey community engagement event - questions

1. Dealing with a hoax call?
2. Cost of PTS aborted journeys in this area?
3. Date for the next series of BBC One Ambulance?
4. Use of public broadcasting services to promote NHS 111?
5. How can under 18s experience the role of a paramedic?
6. Role of an 'incident ambulance'?
7. What happens if somebody makes an emergency call and it isn't an emergency?
8. What are the emergency time standards?
9. What is the best route to be a paramedic?
10. Do we consider people's faith needs?
11. How we provide language support to callers who don't speak English as a first language?
12. Is there any deaf awareness in our trust?
13. Do you have to register for a different county for the text service for the deaf?
14. Is calling NHS 111 free?
15. Does NHS 111 have access to patient records?
16. With NHS 111 and GP bookings, can users double book appointments?
17. How does a deaf person access NHS 111?
18. With NHS 111 we always speak with specialist nurses, are there any plans to introduce GPs to the service?
19. List of all services you can go to in all situations/circumstances? Not everybody knows what services are available to them?
20. Is there a future policy for electric vehicles? What are the plans to increase our fleet to make them greener?
21. I have been a GP for years, when I visit hospitals, there are always 8 ambulances waiting outside. What is NWAS doing to tackle this issue?

22. How do you cancel an unwanted PTS journey?
23. What is the PTS booking line number?
24. Are you planning for additional PTS journeys caused by hospital mergers?
25. If somebody gets stabbed, how do you treat the wound?
26. Has the ambulance service got a strategy for people getting stabbed?
27. How can we help young people to learn first aid rather than to carry weapons?
28. What are the different colours in category of calls ie purple?