

Q11 What is your view on the cleanliness and hygiene of

	Satisfied	Not Satisfied
Vehicle and equipment	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance staff	<input type="checkbox"/>	<input type="checkbox"/>

If you were unsatisfied, please tell us why

Q12 How satisfied were you with:

	Very Satisfied		Not Satisfied	
	1	2	3	4
Time of arrival of Ambulance/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The behavior/attitude of crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 In your opinion was there any aspect of the service you feel could be improved upon?

Q14 Was any of the service confusing or frustrating for you? If so, please tell us about it.

Q15 If relevant, how did you travel home from the hospital following discharge?

- By another ambulance
- By other transport provided by the hospital eg taxi
- Own transport
- Lift from family/friend
- Public transport
- Other

Q16 Following your event/journey would you like to continue using Lifecare Medics/would you like us to be used again should you require another journey in the future?

- Yes
- No (Please provide further details)
- Not applicable to me

Thank you for your time, please return this questionnaire to the below address or seal the envelope and hand it over to the ambulance crew member.

Lifecare Medics Ltd
PO Box 181
Cranleigh, Surrey
GU6 9AF
+44 (0) 871 560 5112



Quality Questionnaire



Tel +44 (0) 871 560 5112
Fax +44 (0) 871 560 5113

e-mail info@lifecare-medics.co.uk

web www.lifecare-medics.co.uk





Lifecare Medics is an independent ambulance and medical provider registered with the British Ambulance Association. We offer several levels of pre-hospital care from patient transport services to medical event cover. We pride ourselves on providing an excellent customer focused service.

For this reason we are very grateful for our patients' and clients' feedback on our service.

Please tick or cross the relevant box

Q1 Who requested the ambulance?

- You
- Your Doctor
- A friend / family member
- Member of the public
- Member of the organiser (events)
- Other (please state)
- Don't know

Q2 How did you find the booking process?

- Easy, very straight forward
- It was ok, there were a few complications
- It was quite a challenge
- It was very difficult

Comments

Q3 Given the location you were/your patient was picked up from, did the ambulance -

- Arrive quicker than expected
- Arrive about the time you expected
- Take longer than you expected

Comments

Q4 What was your reason for contacting Lifecare Medics?

- I needed an ambulance to collect a patient
- I needed an ambulance to transport me
- My usual resources were unavailable
- I was at an event and needed medical assistance
- I am an event organiser who needed medical cover

Q5 Before turning up were you expecting more information?

- Yes, I didn't understand what I was to expect
- Yes, I had a good idea, but would have benefitted from more information
- No, everything was explained and I was completely happy with what was happening

Comments

Q6 Which of the following accurately describes the ambulance crew?

	Applies	Does not Apply	Don't Know
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reassuring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 If you were a patient do you remember the following actions of the ambulance crew?

	Yes	No
Taking your medical details	<input type="checkbox"/>	<input type="checkbox"/>
Informing you of what to expect	<input type="checkbox"/>	<input type="checkbox"/>
Explaining any treatments given	<input type="checkbox"/>	<input type="checkbox"/>
Giving reassurance and advise	<input type="checkbox"/>	<input type="checkbox"/>
Can't remember	<input type="checkbox"/>	<input type="checkbox"/>

Q8 In relation to the incident/journey/event as a whole, what, if anything would you have expected the crew to do that wasn't done?

Q9 If relevant please tell us of anything that would have made our medical service more efficient
