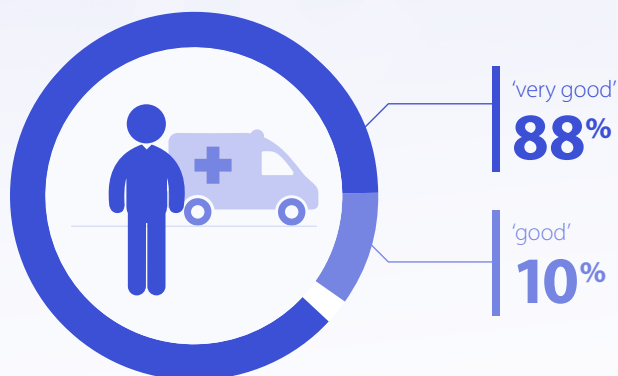


# Patients' experiences of ambulance services

To gain insights into patients' experiences with ambulance services in NSW, the Bureau of Health Information (BHI) introduced a module into the Emergency Department Patient Survey for people who arrived by ambulance to one of 76 large NSW emergency departments (EDs) between July and September 2022. Despite high demand and slower response times during this period, most respondents were positive about their ambulance care. This report highlights key insights from BHI's analyses of the experiences of the 1,230 patients who responded.

Overall, patients rated their ambulance care as...



## Key insight

BHI undertook additional analyses of survey responses which identified three measures as having the strongest association with overall ratings of ambulance care. This means that patients who selected the most positive response option for these questions were more likely to rate their ambulance care as 'very good'.



Key drivers of positive overall experiences of ambulance care



Percentage of patients who selected the most positive response option for key driver questions



## Key insight

Across most questions, people offered similar ratings of ambulance care regardless of their age, gender, language spoken at home, location (rural or urban) and whether they had a longstanding health condition.

However, BHI's analyses identified some areas where there was variation:

### People who speak a language other than English at home were...

○ Language other than English ● English

Significantly **more likely** to say ambulance staff 'definitely' gave them enough information about what to expect on arrival at the ED

61% 81%

Significantly **less likely** to say they 'definitely' had confidence and trust in the ambulance staff

87% 95%

### People with a longstanding health condition were...

○ Longstanding health condition ● No longstanding health condition

Significantly **less likely** to say ambulance staff 'definitely' involved them in decisions about their care, treatment and transport

79% 87%

Significantly **less likely** to say ambulance staff 'definitely' gave them enough information about what to expect on arrival at the ED

62% 67%

“

I was especially impressed by the paramedics during my ambulance experience. So professional, knowledgeable and friendly.

– patient

”

### Further results

Across the ambulance module questions, most patients provided positive ratings of care, for example:

**91%** of patients said ambulance staff 'definitely' listened carefully to their views or concerns

**97%** said ambulance staff 'always' treated them with respect and dignity

**94%** said ambulance staff provided them with 'the right amount' of information about their condition or treatment

To explore detailed results for all module questions, with breakdowns by selected patient groups, see the [data tables](#).