



Your LINK for improving health and social care



South East Coast Ambulance Service NHS Trust

What Was Your Experience?	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
<i>2. Treatment, Care & Costs</i>		
<i>3. Governance</i>		
<i>4. Patient Focus</i>		
A lone male ambulance technician being sent as initial response to female patient in considerable abdominal pain. The female patient was not informed it would be only one person coming to see her and was not asked if she minded a male. He then asked what were seen as intrusive inappropriate questions concerning her pain. A two handed vehicle was eventually called for due to the need to get her to hospital. The technician could not have provided the care needed if it had been a life or death situation.	South East Coast Ambulance Service NHS Trust	None
<i>5. Access and Responsive Care</i>		
Quality good but not given a choice on procedure.	South East Coast Ambulance Service NHS Trust	We are adults are we not? We are not made aware of our choices, when I called for an ambulance I was told it would take approx 1 hour.

<i>6. Care, Environment & Amenities</i>		
I recently had to have an ambulance called out and it arrived very quickly and the paramedic tested me and checked me over before he left so I was really happy with the service that I got.	South East Coast Ambulance Service NHS Trust	None
<i>7. Public Health</i>		
The ambulance called out by carer in the middle of the night - good response.	South East Coast Ambulance Service NHS Trust	None