



**St John**

Here for Life



# St John – Patient Satisfaction Report

July 2020

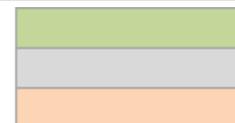
# Monthly Comparisons Summary

Question	North	South	Previous Month June Results	Current Month July Results	Variation vs Previous Month	Trend	12 Month Average
Q3. Helpful and reassuring- St John call handler	75.8%	78.3%	76.9%	74.5%	-2.35%	↓	77.7%
Q4. The length of time waiting for the ambulance	81.2%	85.1%	82.9%	77.6%	-5.34%	↓	82.8%
Q5. Explanation of condition and reasons for treatment easy to understand	75.7%	70.2%	73.3%	75.3%	1.96%	↑	70.4%
Q6. Patient Involved in decisions about care and treatment	59.1%	58.7%	58.9%	57.5%	-1.46%	↓	61.4%
Q7. Level of trust and confidence in St John ambulance staff	83.5%	82.8%	83.2%	81.1%	-2.06%	↓	85.4%
Q8. How well the ambulance driver handled the vehicle	70.7%	66.8%	69.0%	64.8%	-4.23%	↓	71.9%
Q9. How well did we control their pain	76.5%	77.5%	76.9%	76.9%	-0.06%	→	80.0%
Q10. Treated patient with kindness and respect	90.6%	87.6%	89.3%	88.0%	-1.28%	↓	90.5%
Q11. Satisfaction with overall St John experience	87.7%	86.1%	87.0%	85.8%	-1.25%	↓	87.0%

Result equal to or above YTD average

Result within 1% of YTD average

Result more than 1% below YTD average



# District Comparison Summary (3m Average)

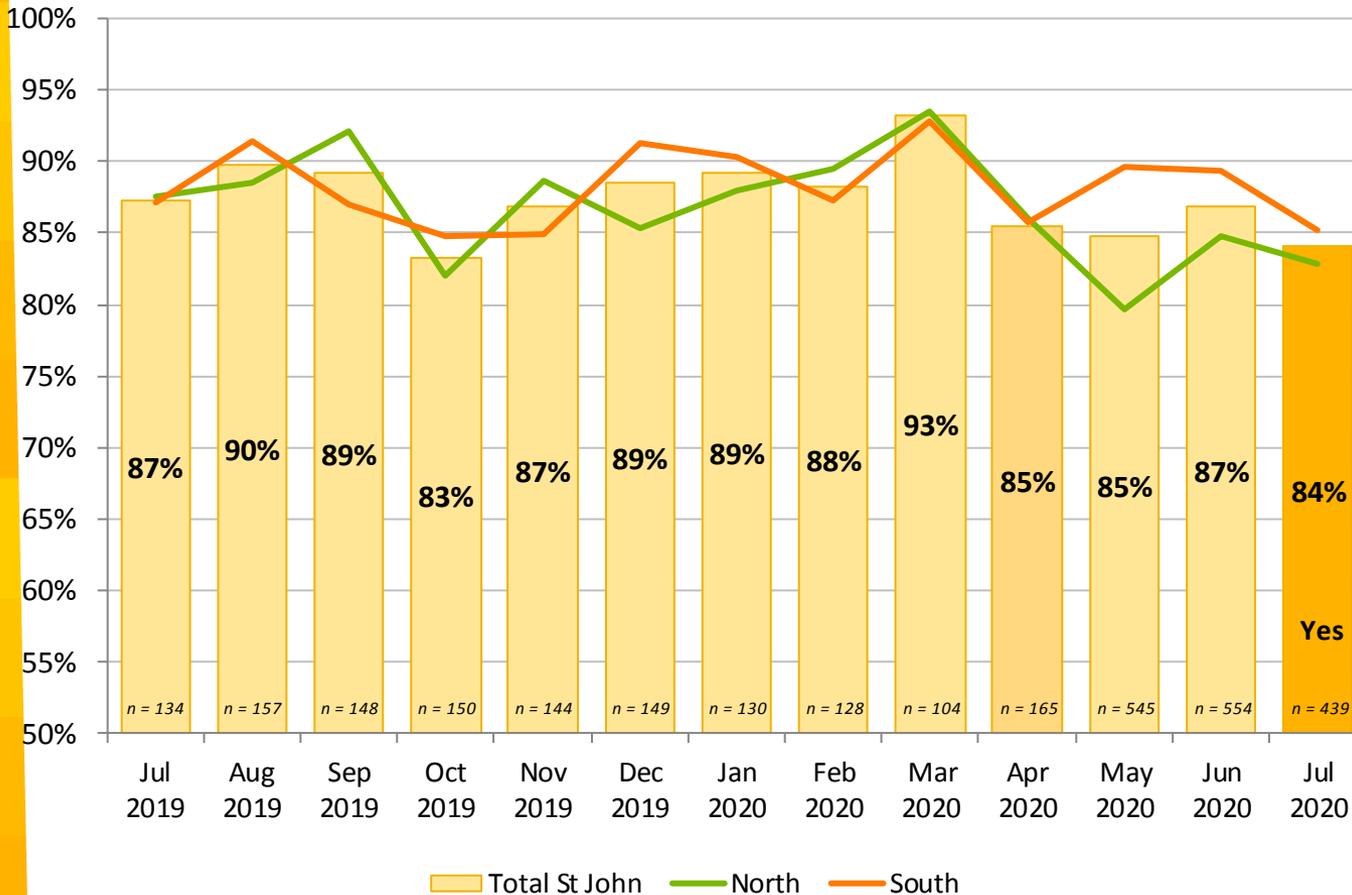
Question	Auckland	Central East	Central West	Northland	Canterbury	Central South	Southland / Otago	Tasman	National 3 Month average	National 12 Month average
Q3 Helpful and reassuring- St John call handler	79.7%	72.5%	71.1%	69.4%	78.3%	82.6%	69.5%	76.0%	76%	78%
Q4 The length of time they waiting for the ambulance	79.3%	83.6%	80.3%	84.0%	83.3%	83.7%	78.2%	84.1%	82%	83%
Q5 Explanation of condition & reasons for treatment easy to understand	76.8%	74.5%	69.0%	85.5%	73.9%	73.8%	69.7%	63.5%	74%	70%
Q6 Patient Involved in decisions about care and treatment	61.5%	59.0%	61.3%	64.2%	59.6%	60.5%	58.1%	50.0%	60%	61%
Q7 Level of trust and confidence in St John ambulance staff	83.8%	78.8%	82.1%	86.6%	83.5%	83.9%	83.7%	75.8%	83%	85%
Q8 How well the ambulance driver handled the vehicle	74.4%	69.9%	64.4%	69.8%	66.2%	57.1%	78.1%	71.0%	69%	72%
Q9 How well did we control their pain	78.1%	76.6%	78.1%	82.4%	73.0%	80.3%	80.6%	78.8%	78%	80%
Q10 Treated patient with kindness and respect	89.7%	85.7%	91.0%	91.1%	87.5%	89.8%	89.3%	88.3%	89%	91%
Q11 Satisfaction with overall St John experience	82.8%	87.5%	86.2%	89.7%	88.8%	84.9%	88.4%	88.5%	87%	87%

Colour scale



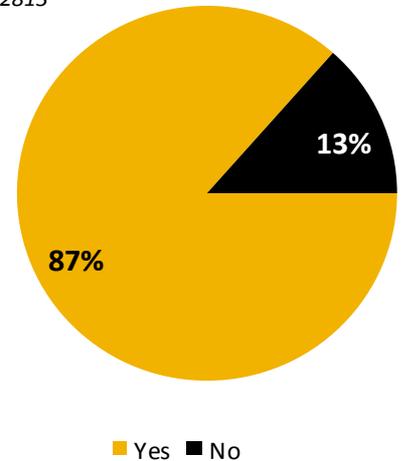
# Initial Contact

Q1. Are you the **person for whom** the ambulance was called?



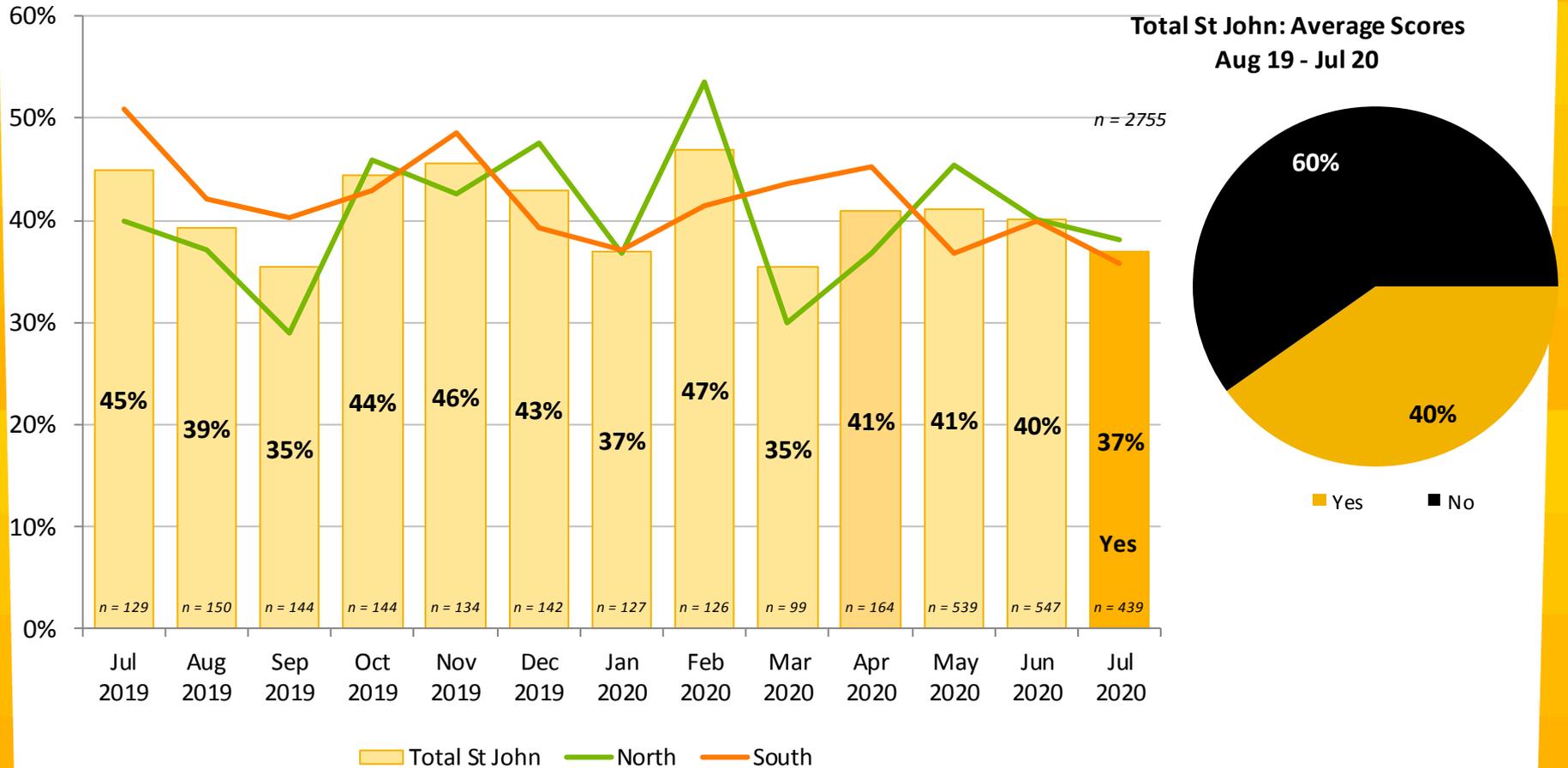
Total St John: Average Scores  
Aug 19 - Jul 20

n = 2813



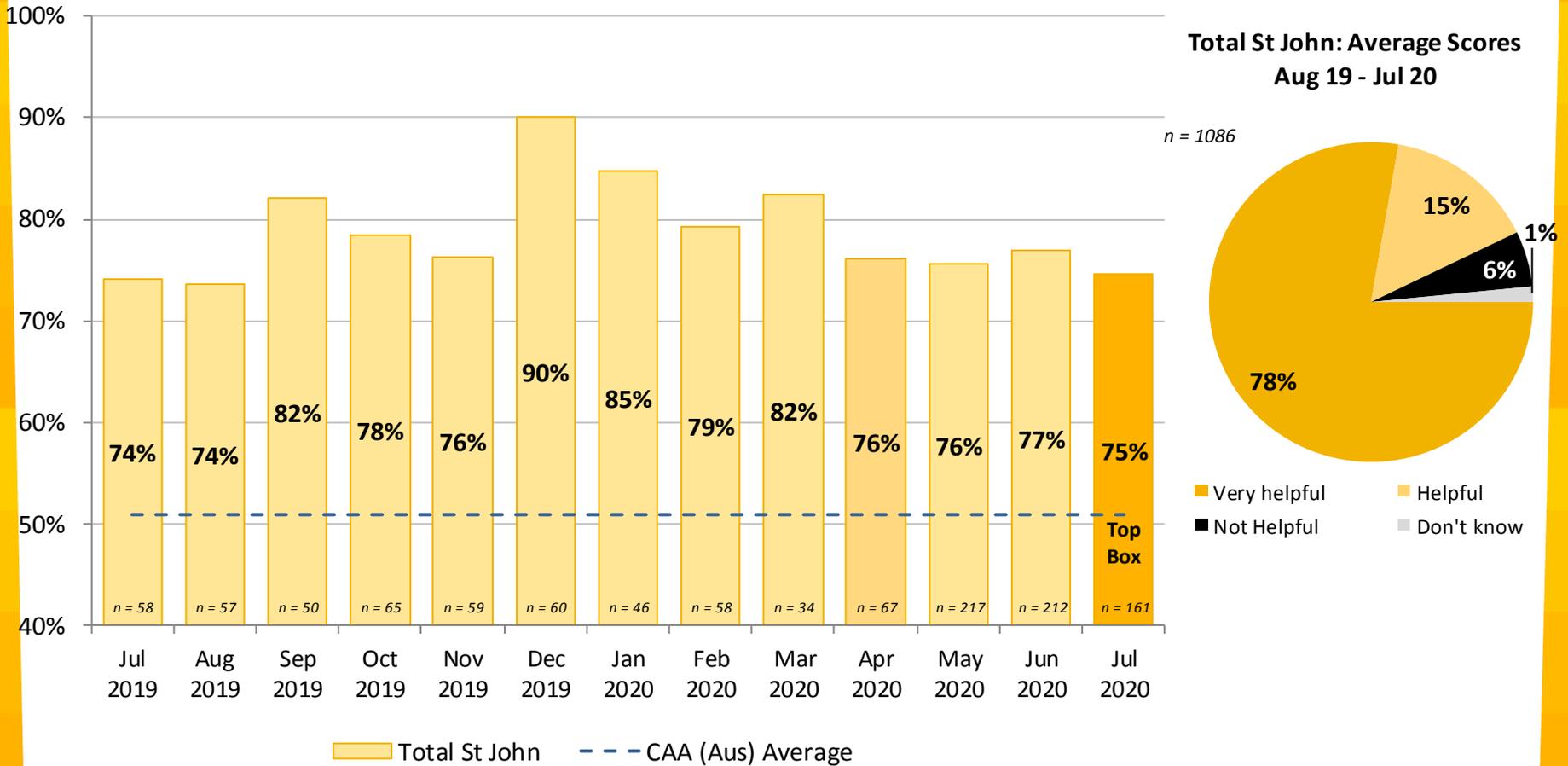
# Initial Contact

Q2. Are you the **person who called** for the ambulance?



# Initial Contact

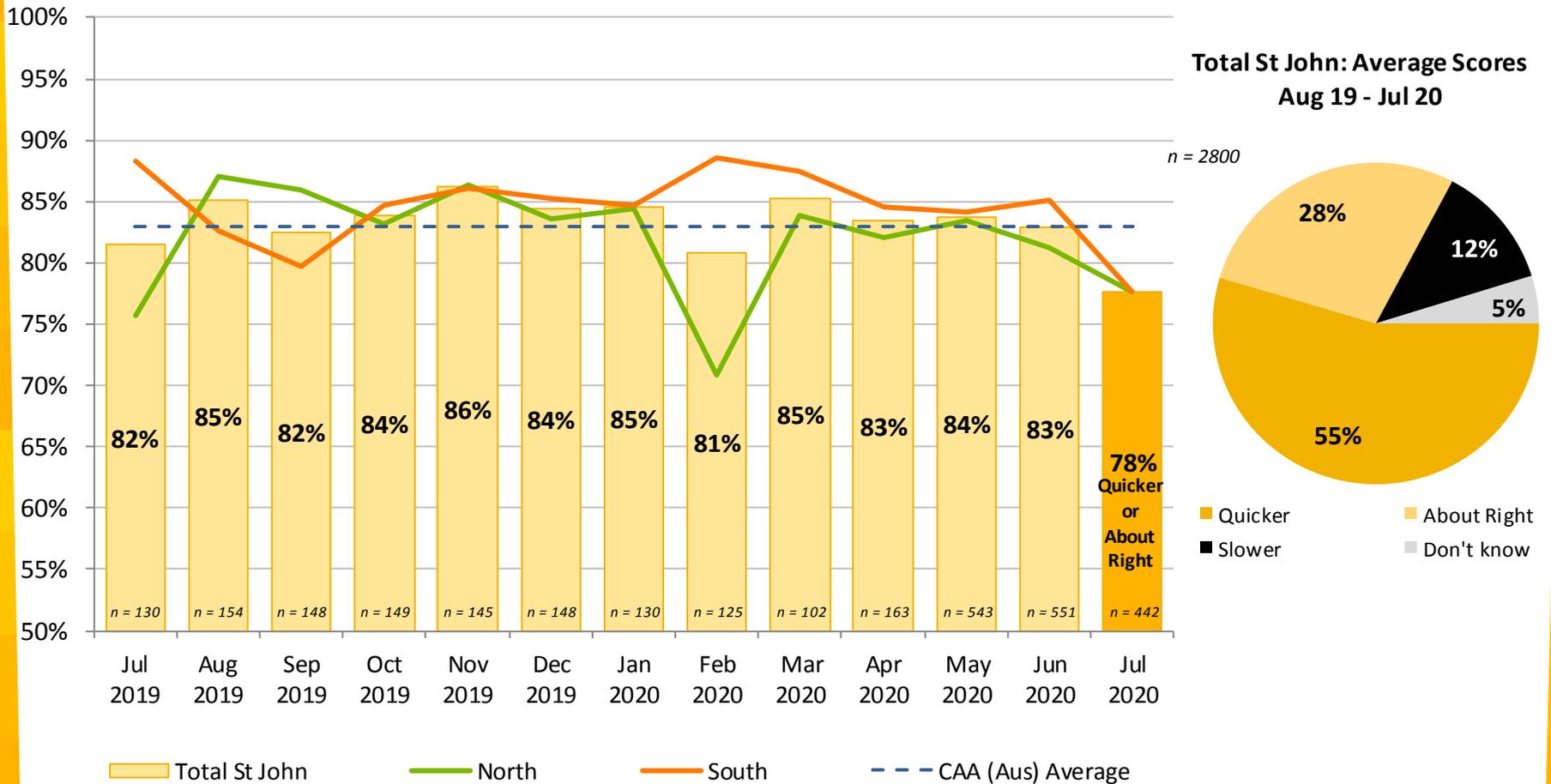
Q3. Throughout the 111 call, how **helpful and reassuring** was the St John call handler you were speaking with?



Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019.

# Initial Contact

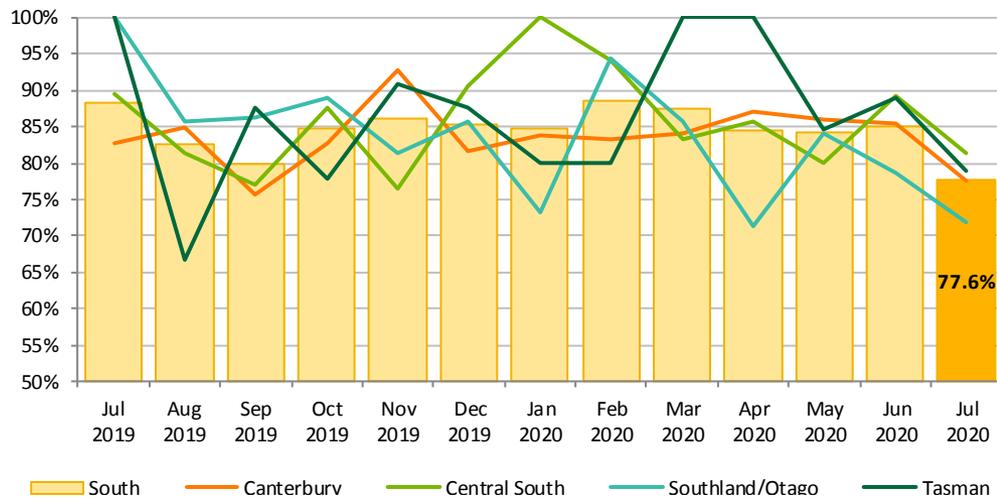
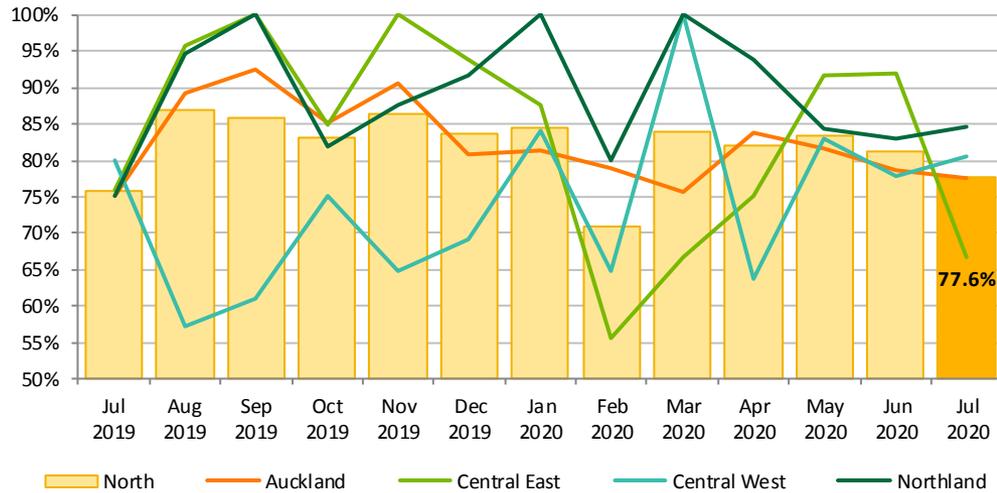
Q4. How did you feel about the length of time you waited before the St John ambulance staff arrived?



Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019.

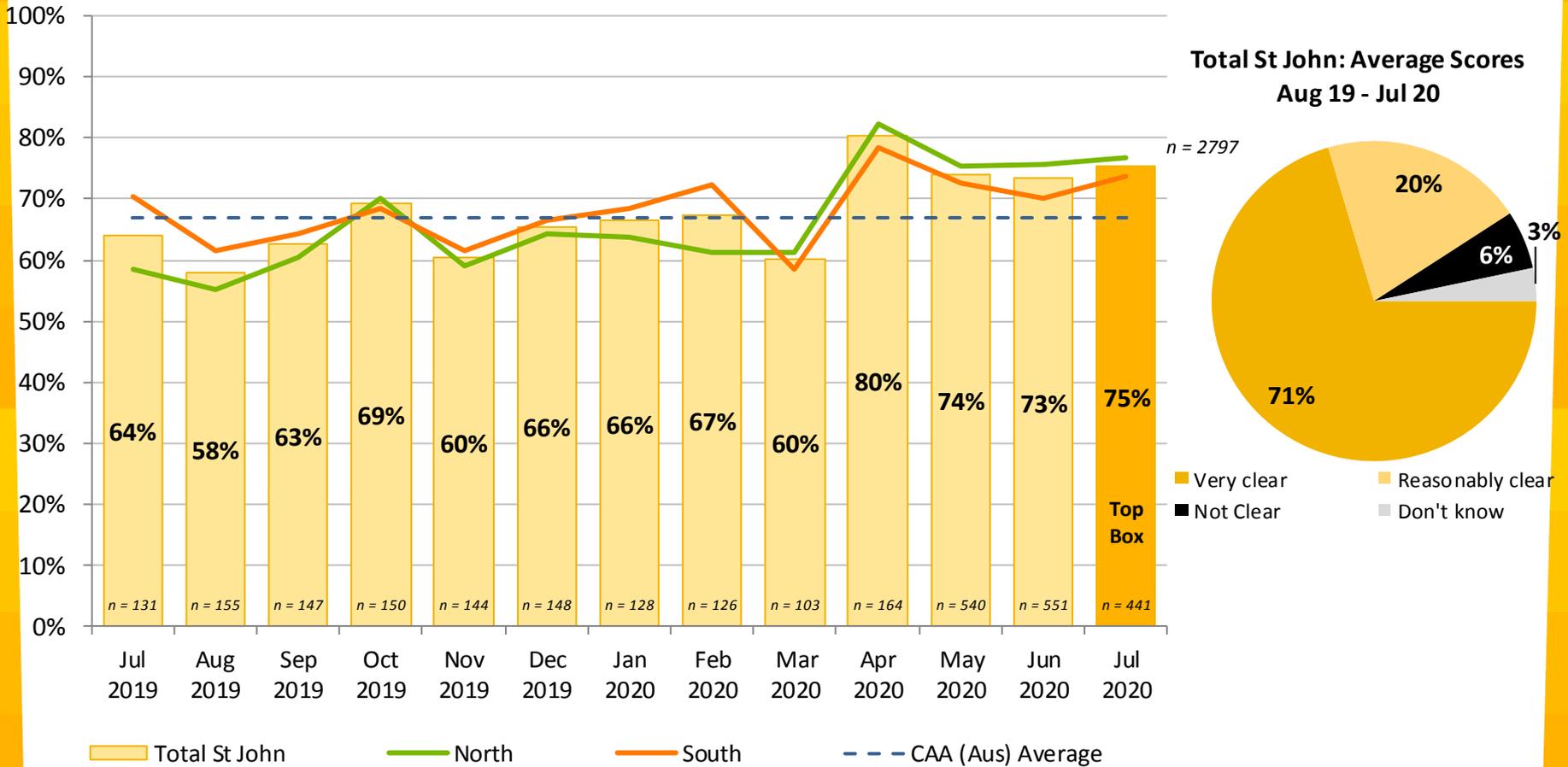
# Initial Contact

Q4a. How did you feel about the length of time you waited before the St John ambulance staff arrived? Split by District



# Initial Assessment & Communication

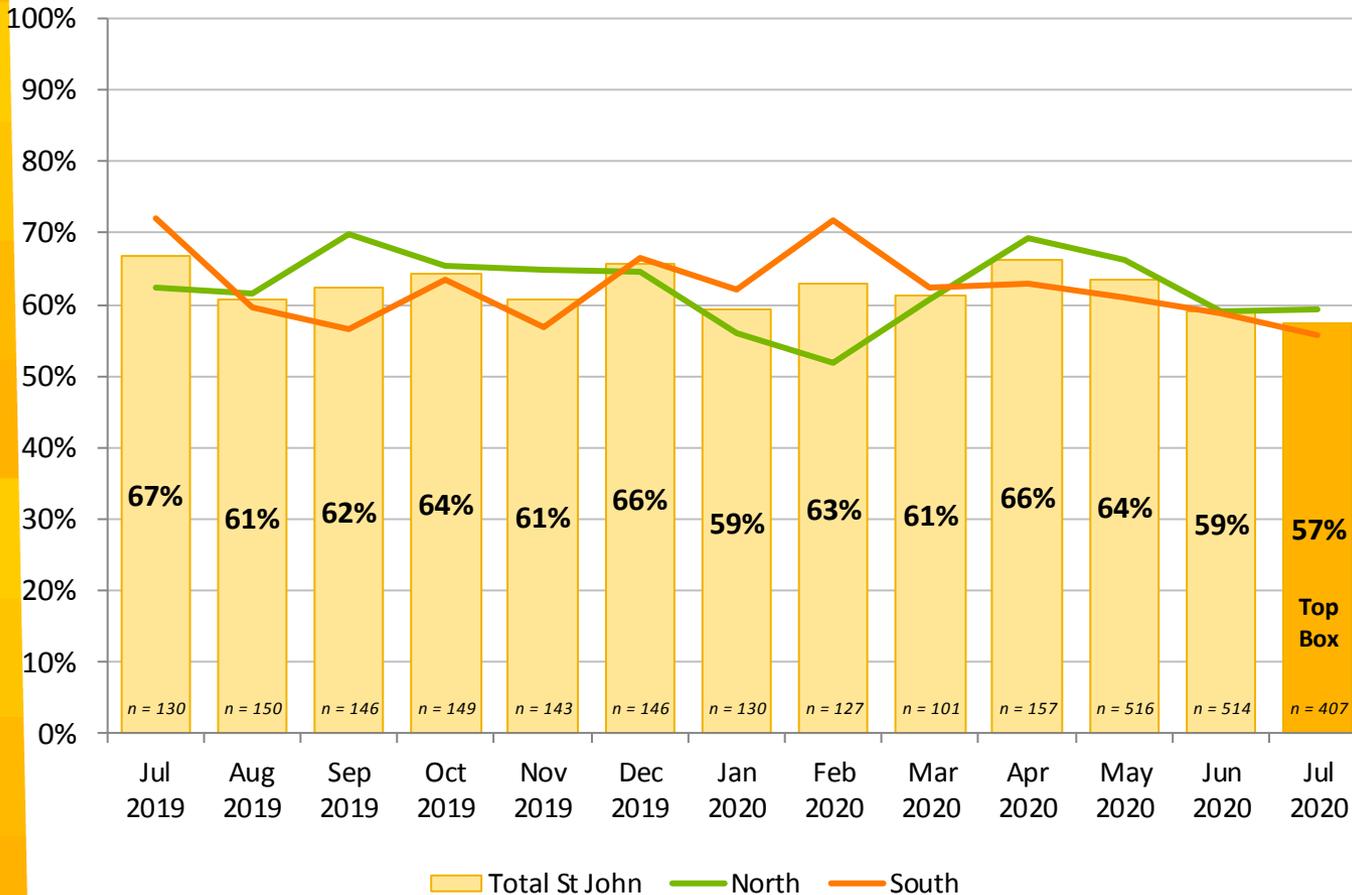
Q5. Did the ambulance staff **explain your condition** and reasons for what they were doing to help you in a way you could understand?



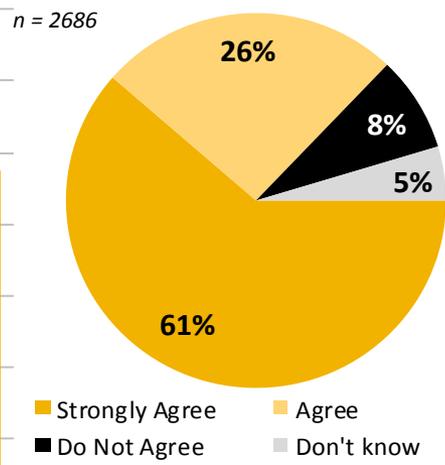
Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019.

# Initial Assessment & Communication

Q6. Given the situation you were in, were you **involved in the decisions** about your care and treatment as much as you wanted?



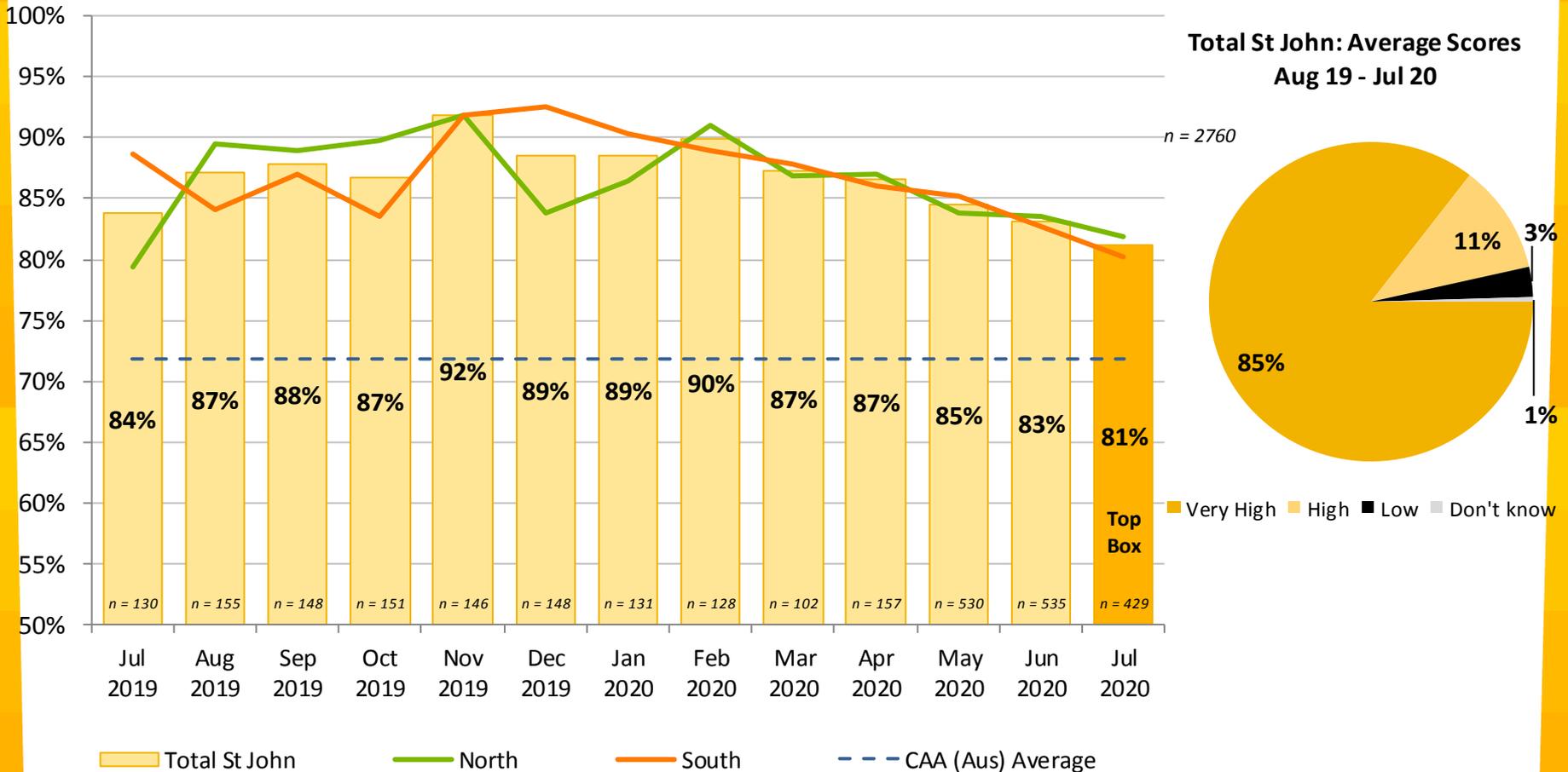
Total St John: Average Scores Aug 19 - Jul 20



■ Strongly Agree    ■ Agree  
■ Do Not Agree    ■ Don't know

# Initial Assessment & Communication

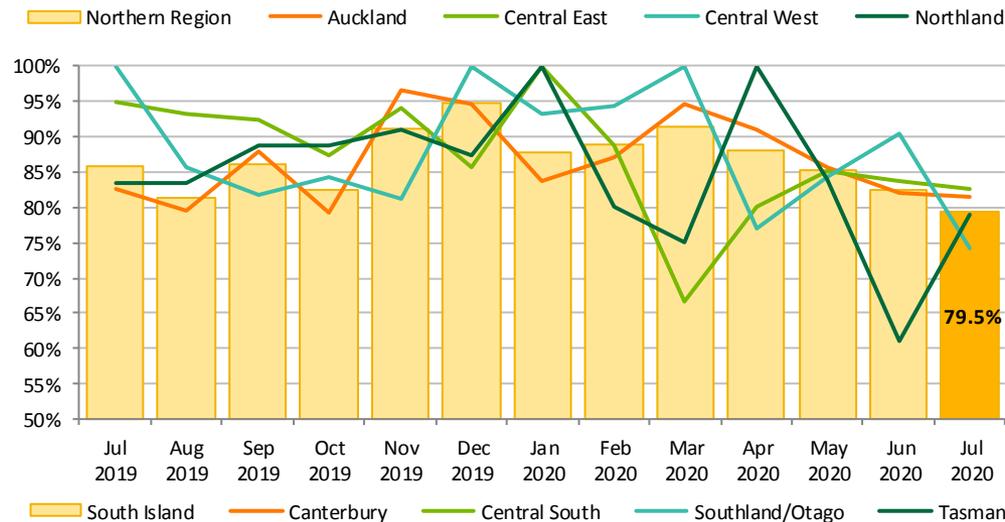
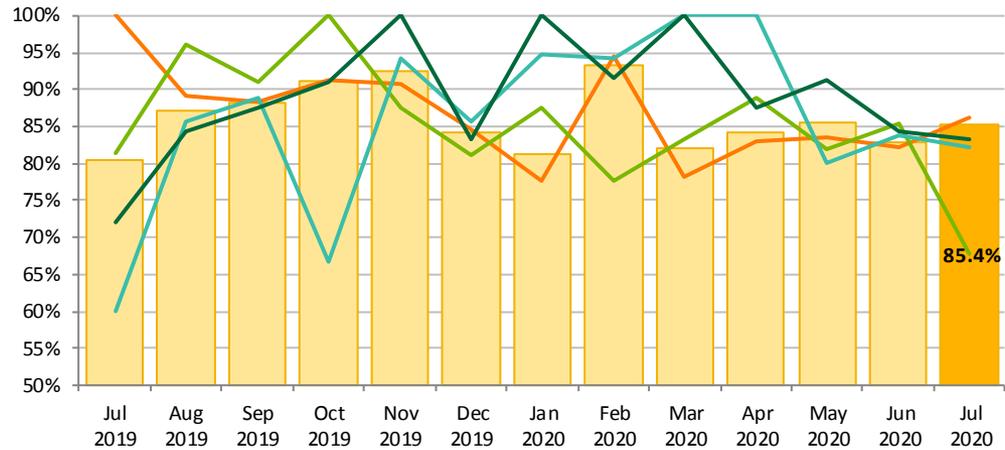
Q7. How do you rate the level of **trust and confidence** you had in the St John ambulance staff?



Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019.

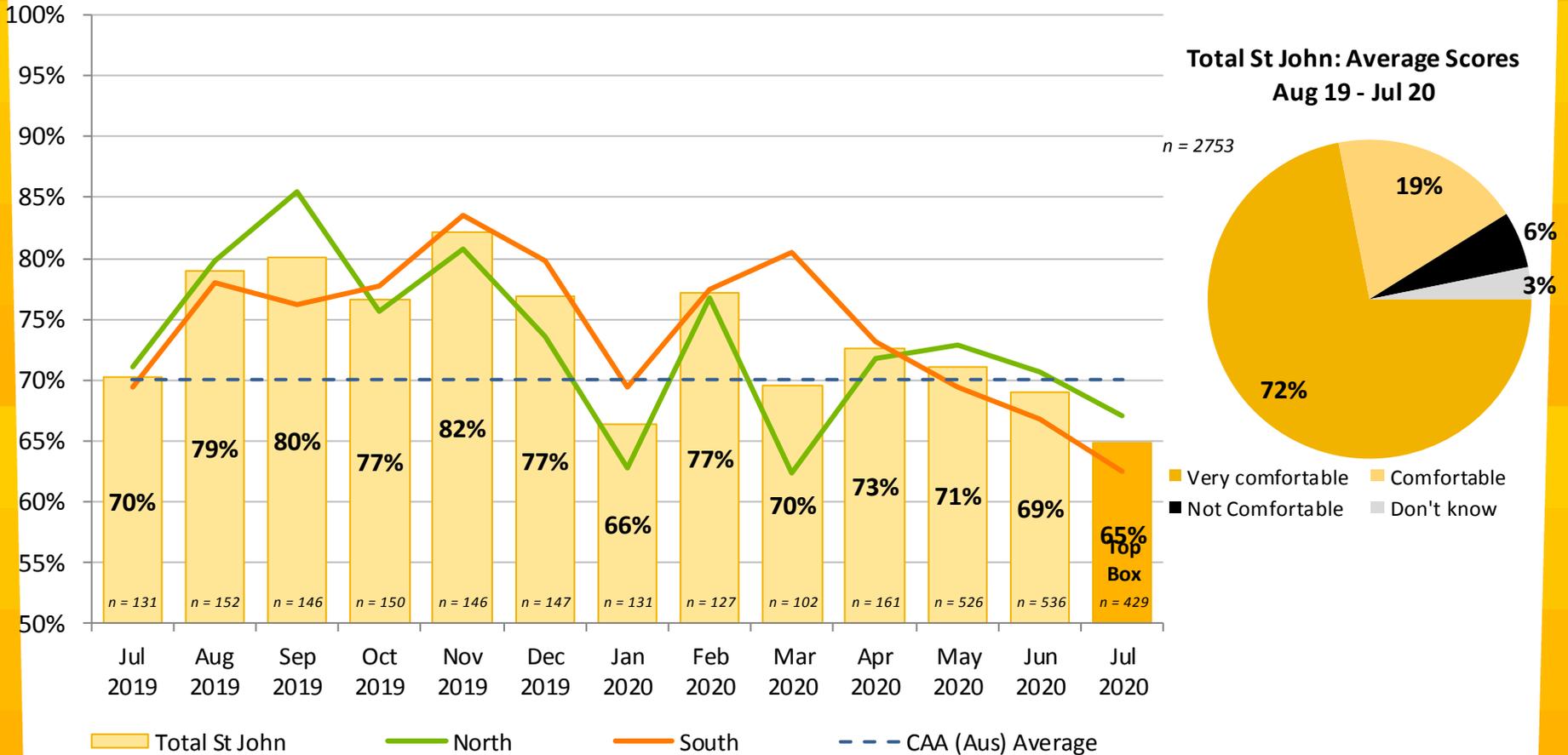
# Initial Assessment & Communication

Q7a. How do you rate the level of **trust and confidence** you had in the St John ambulance staff? Split by District



# Ambulance Coordination & Journey

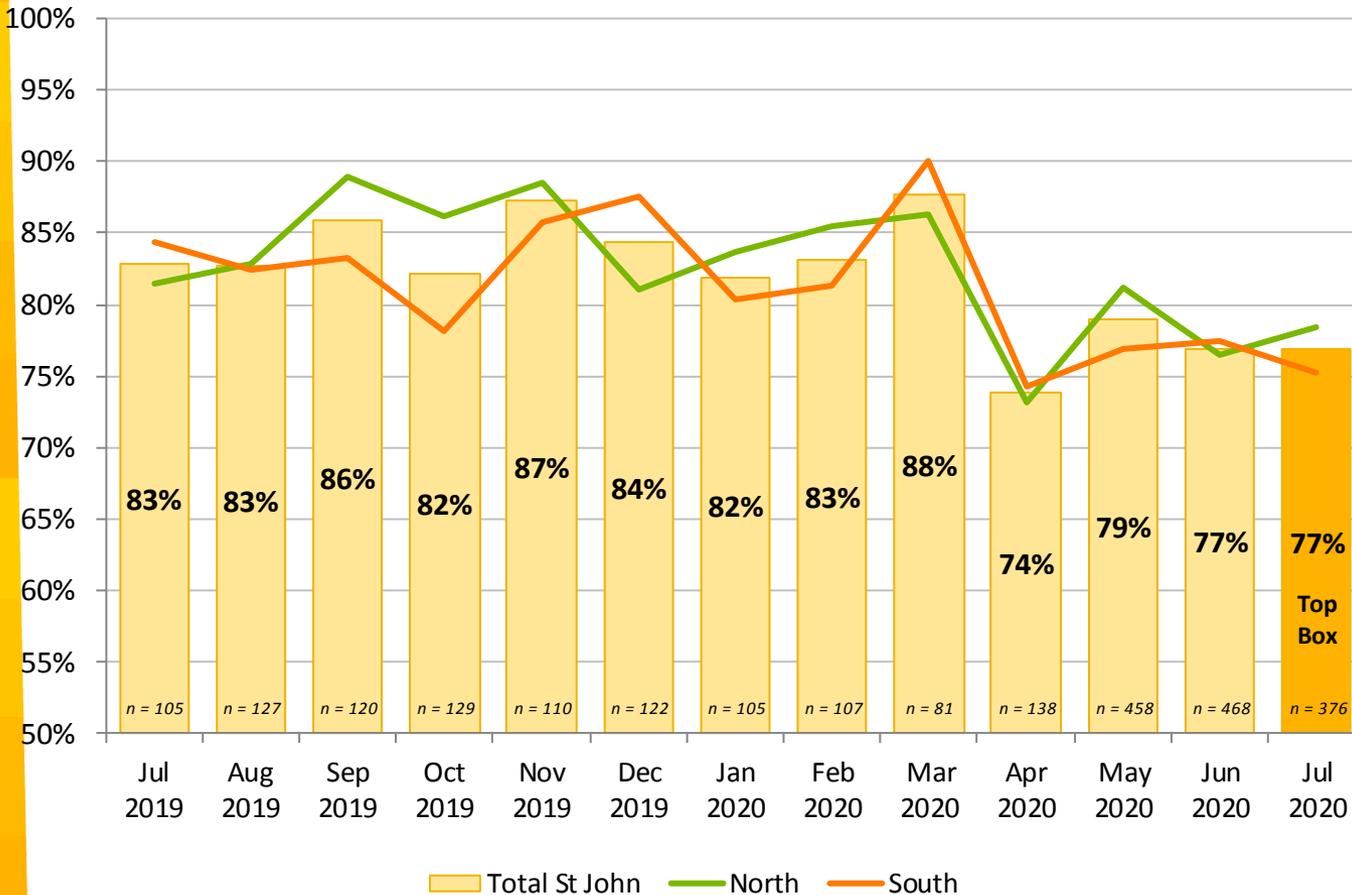
Q8. Given the situation and the local road conditions, can you rate your level of **comfort with how well the ambulance driver handled the vehicle** during your ambulance journey?



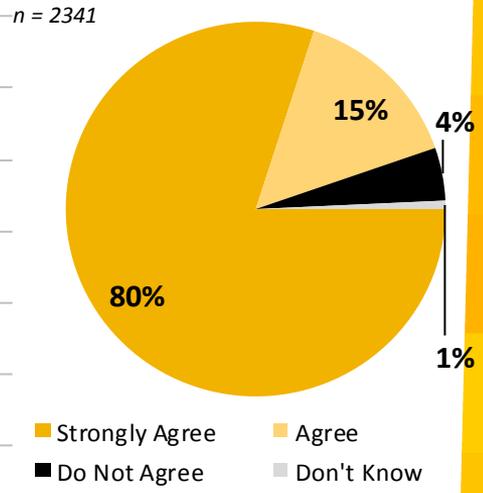
Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019.

# Meeting Physical & Emotional Needs

Q9. In your view, did the St John ambulance staff do everything they could to help **control your pain**, if any?

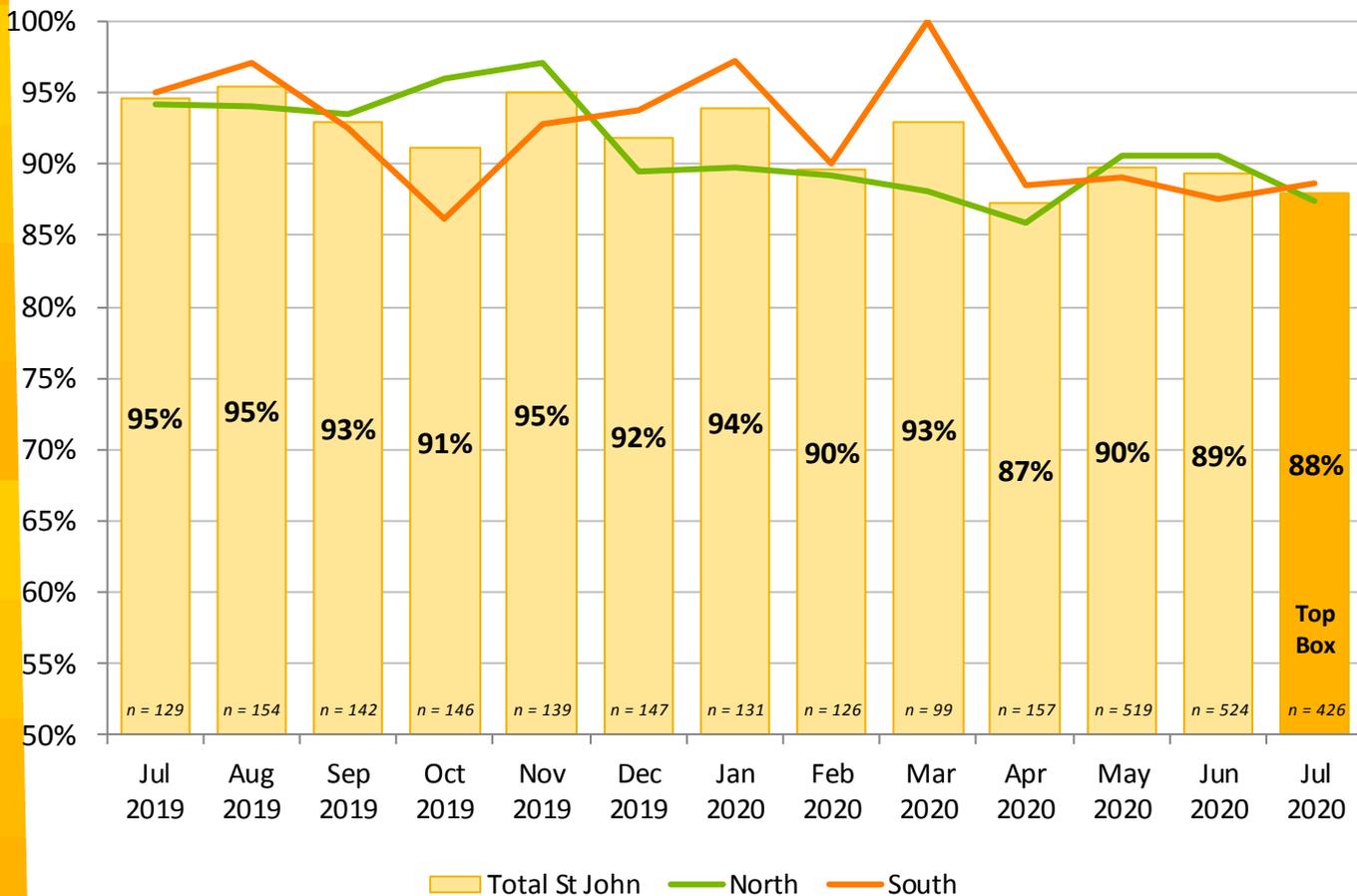


Total St John: Average Scores Aug 19 - Jul 20



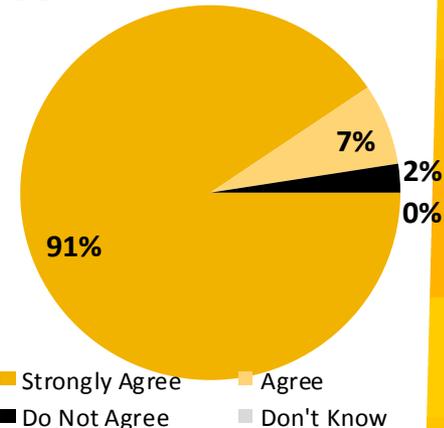
# Meeting Physical & Emotional Needs

Q10. Did you feel the St John ambulance staff **treated you with kindness and respect** while you were being cared for?



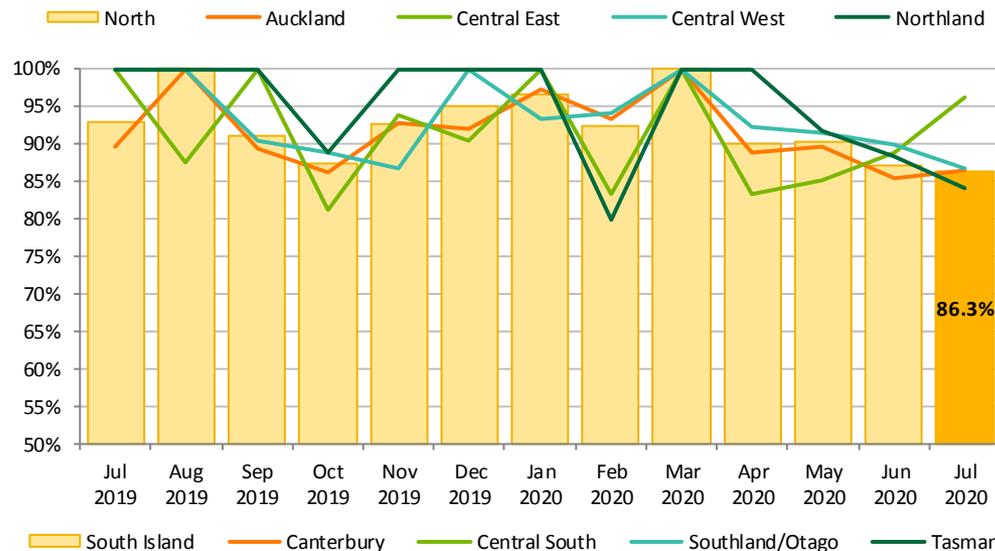
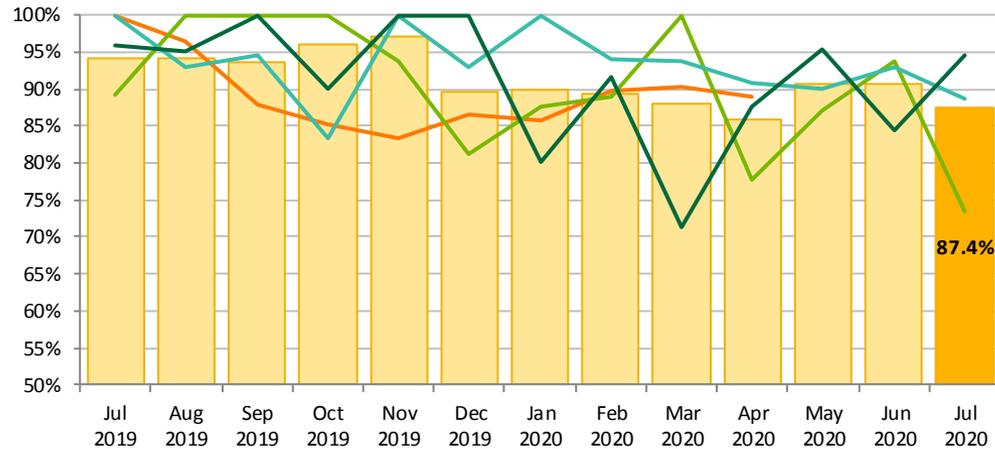
Total St John: Average Scores Aug 19 - Jul 20

n = 2710



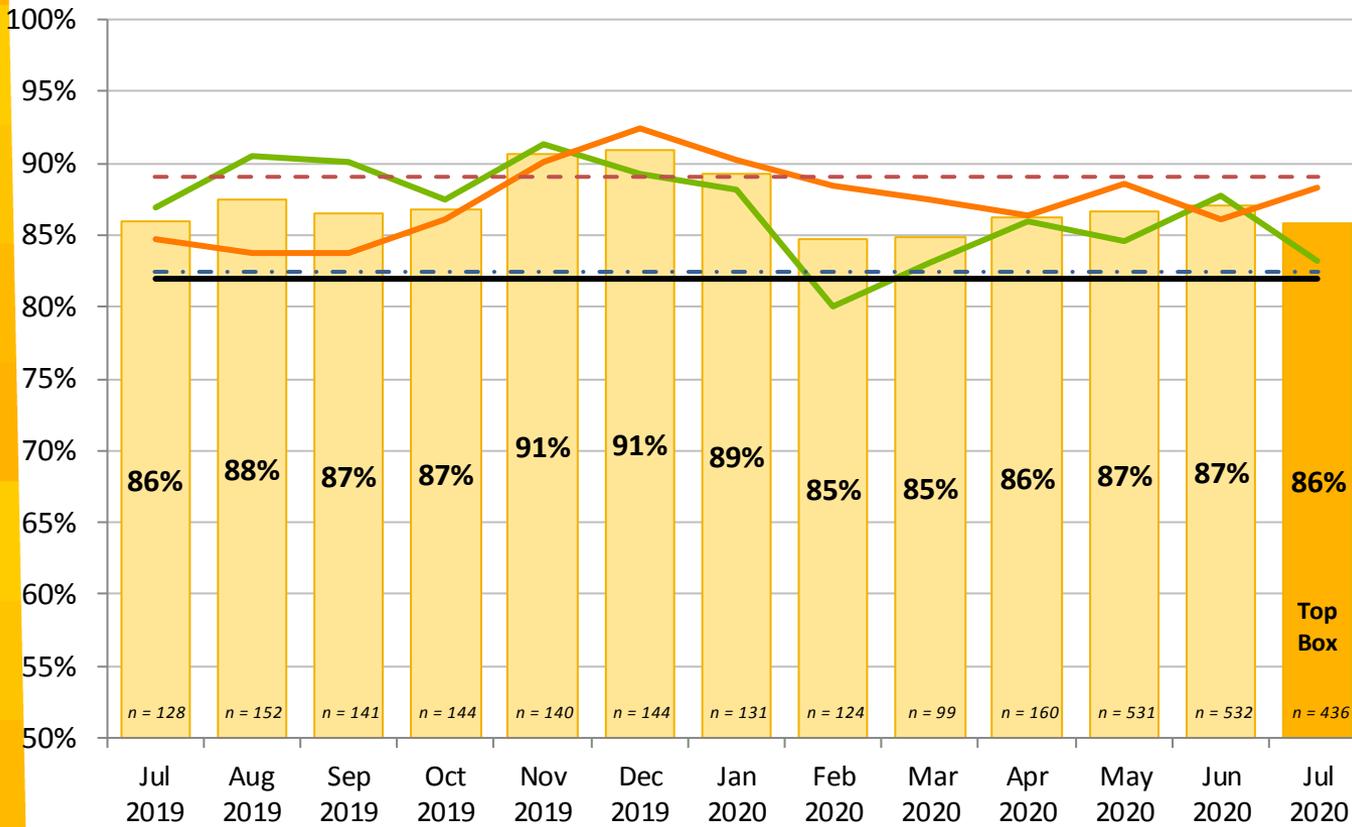
# Meeting Physical & Emotional Needs

Q10a. Did you feel the St John ambulance staff **treated you with kindness and respect** while you were being cared for? Split by District

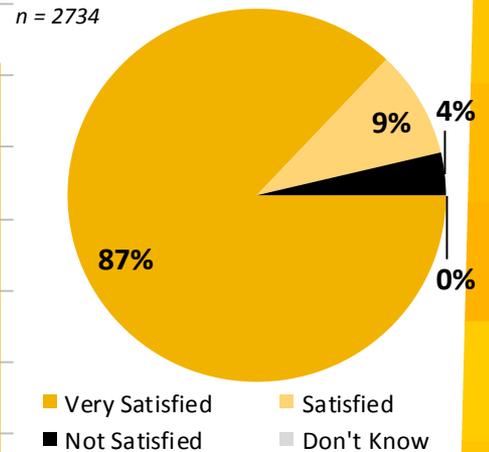


# Overall Patient Experience

Q11. How satisfied were you with your overall St John experience (from the initial 111 call through to delivery at the next place of care)?



Total St John: Average Scores Aug 19 - Jul 20



■ Total St John   
 ■ North   
 ■ South   
 - - - CAA Best   
 - · - · CAA Average   
 — KPI Target

Comparison is with the Australian ambulance services results from the CAA satisfaction survey 2019

# Overall Patient Experience

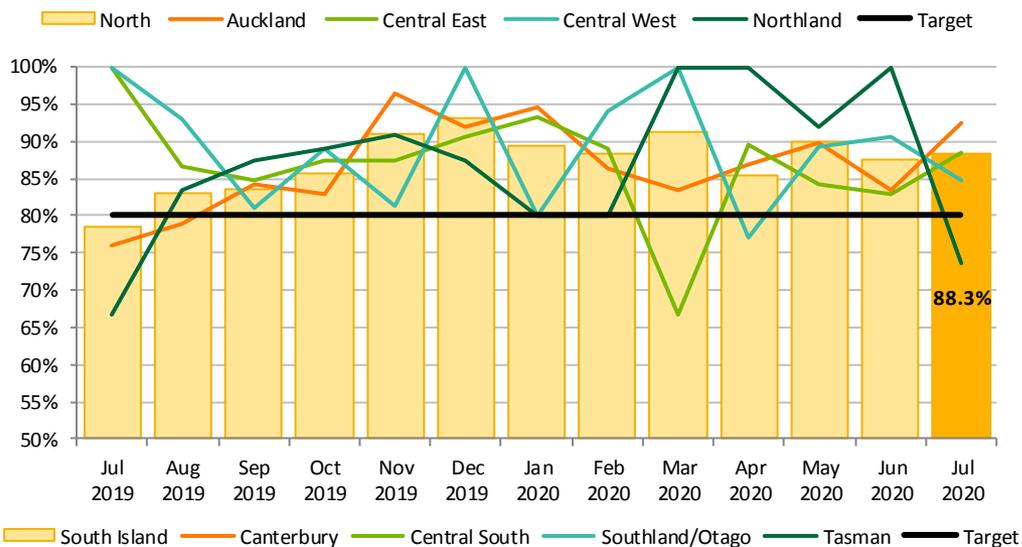
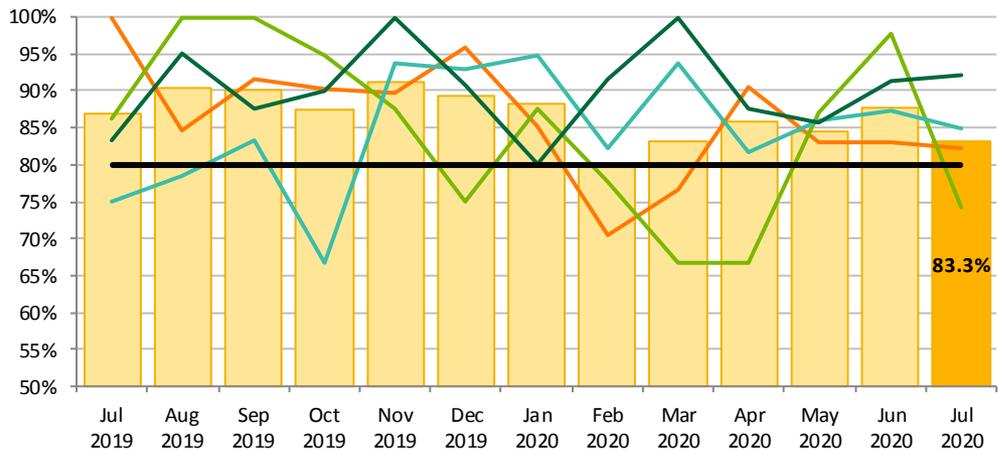
Q11a. How **satisfied** were you with your overall **St John** experience (from the initial 111 call through to delivery at the next place of care)? Split by District.

Last 3 months	Auckland	Central East	Central West	Northland	Canterbury	Central South	Southland/Otago	Tasman	Total St John
Very Satisfied	288	91	175	113	310	152	114	54	1297
Satisfied	44	7	18	11	32	15	11	4	142
Neutral	5	4	4	0	1	6	2	1	23
Dissatisfied	5	1	3	1	5	4	1	0	20
Very dissatisfied	3	0	2	1	1	1	1	0	9
Don't know	3	1	1	0	0	1	0	2	8
<b>Total Responses</b>	<b>348</b>	<b>104</b>	<b>203</b>	<b>126</b>	<b>349</b>	<b>179</b>	<b>129</b>	<b>61</b>	<b>1499</b>

Last 3 months	Auckland	Central East	Central West	Northland	Canterbury	Central South	Southland/Otago	Tasman	Total St John
Very Satisfied	82.8%	87.5%	86.2%	89.7%	88.8%	84.9%	88.4%	88.5%	86.5%
Satisfied	12.6%	6.7%	8.9%	8.7%	9.2%	8.4%	8.5%	6.6%	9.5%
Neutral	1.4%	3.8%	2.0%	0.0%	0.3%	3.4%	1.6%	1.6%	1.5%
Dissatisfied	1.4%	1.0%	1.5%	0.8%	1.4%	2.2%	0.8%	0.0%	1.3%
Very dissatisfied	0.9%	0.0%	1.0%	0.8%	0.3%	0.6%	0.8%	0.0%	0.6%
Don't know	0.9%	1.0%	0.5%	0.0%	0.0%	0.6%	0.0%	3.3%	0.5%

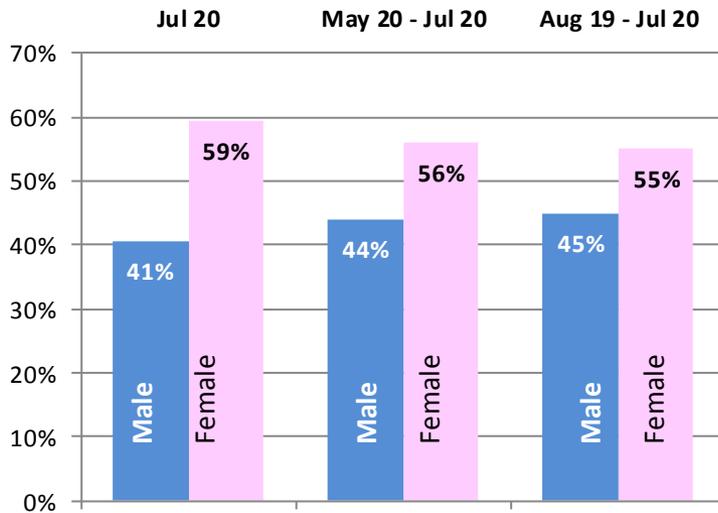
# Overall Patient Experience

Q11a. How **satisfied** were you with your overall **St John** experience (from the initial 111 call through to delivery at the next place of care)? Split by District.

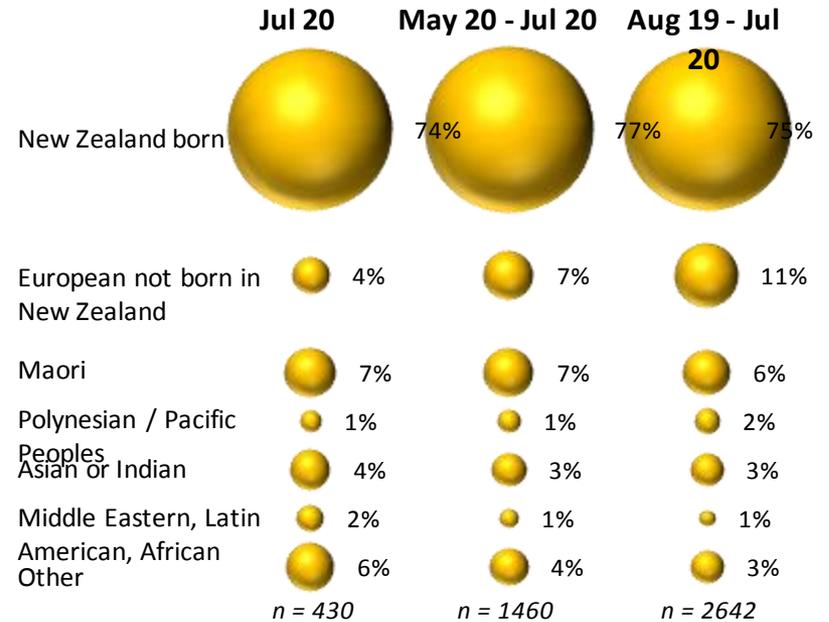


# Respondent Profile

## Gender

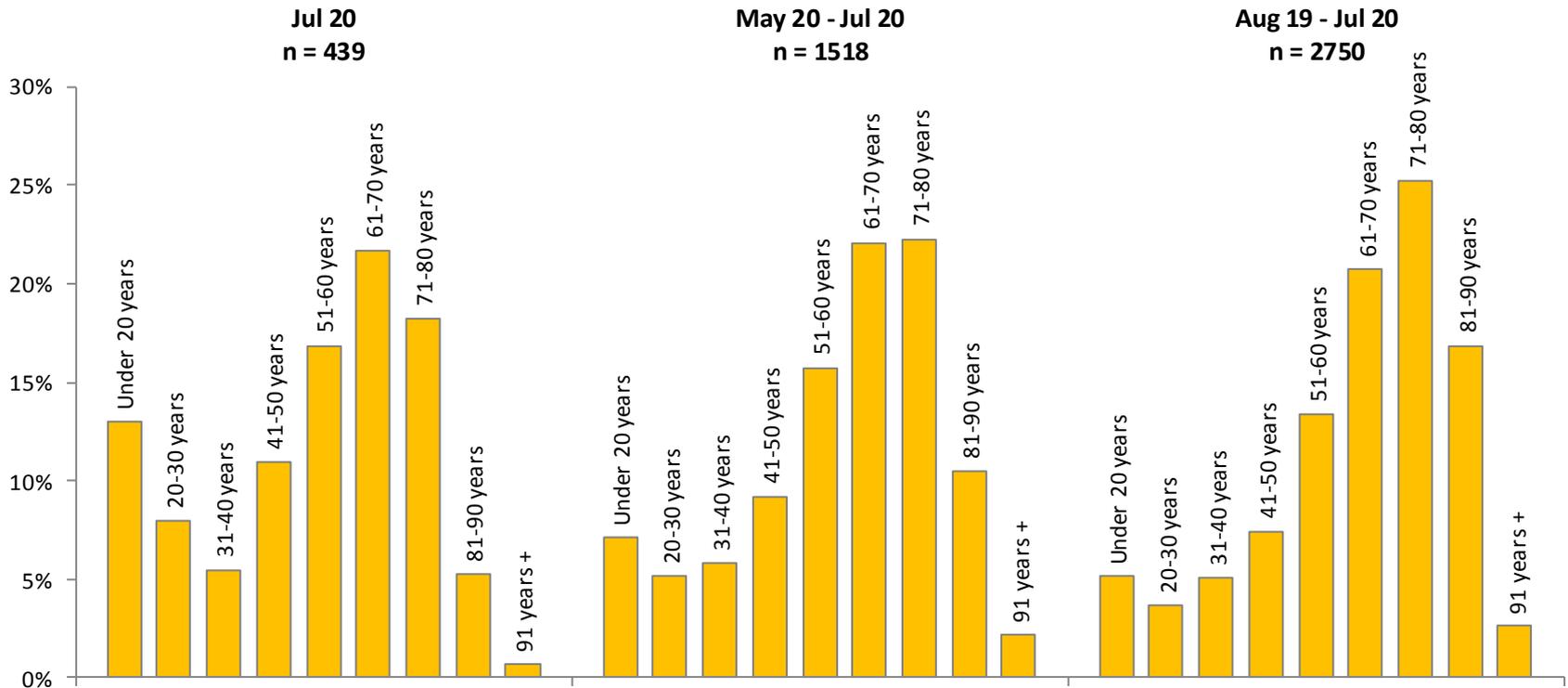


## Ethnicity



# Respondent Profile

## Age



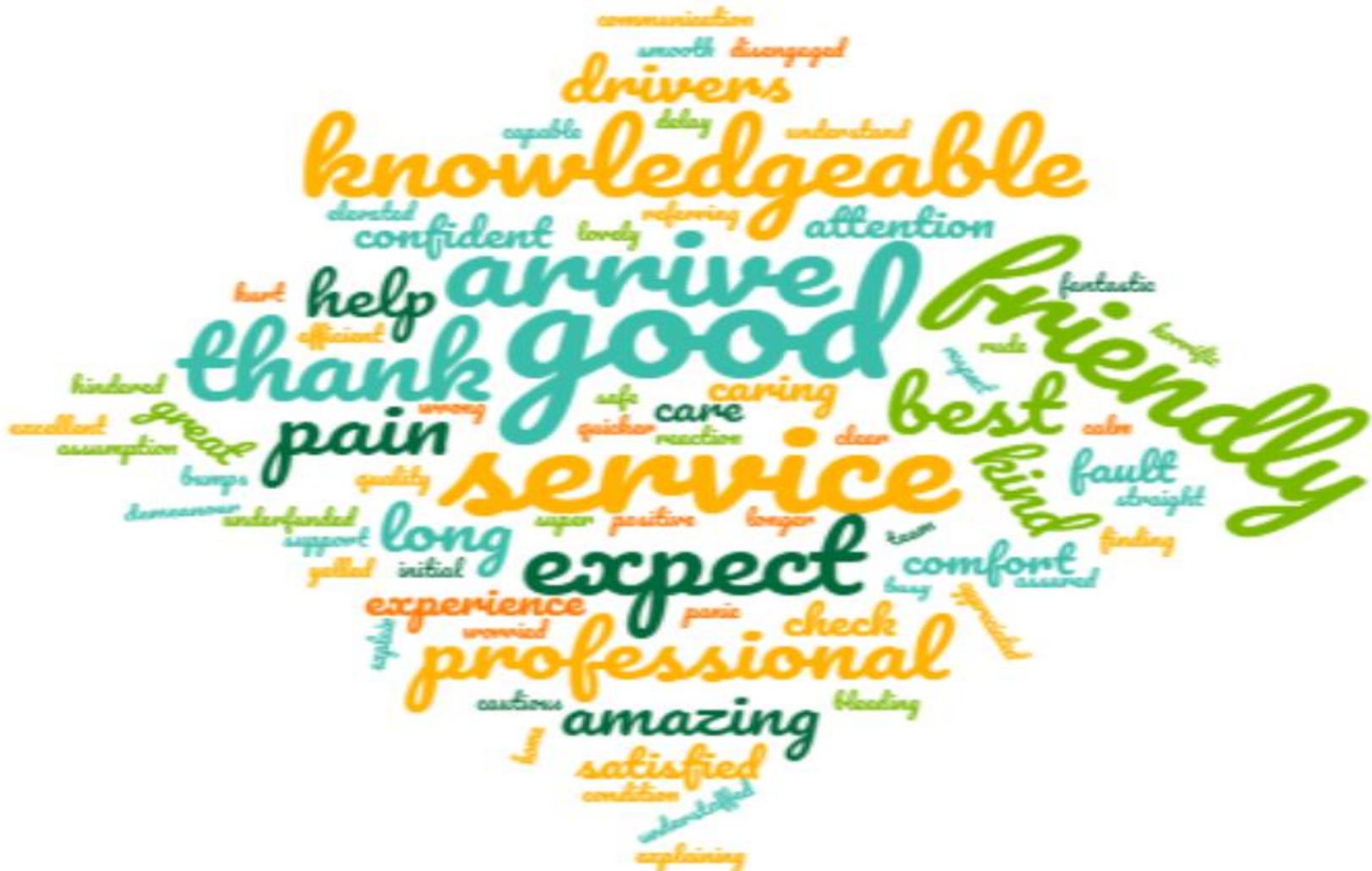
# Patient Explanations

Word Cloud - Promoters



# Patient Explanations

Word Cloud - Passive



# Patient Explanations

## Word Cloud - Detractors



# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Detractors:**

"Felt family member neglected at the cost of trainees in cold weather. Otherwise very satisfied with main man." - Southland/Otago

"It took roughly 40 or so minutes for the ambulance to arrive from just down the road from the hospital and multiple calls from the people at the gas station I was at. I had one of the worst migraine episodes I've ever had while driving and vomiting everywhere, ambulance only gave anti nausea injection no pain medication and I was in tremendous pain. So overall experience wasn't great and I had just left the hospital after an angiogram." - Auckland

"The only negative was the length of time it took for the ambulance to arrive. Our baby has had a seizure and so we were very panicked and it was at least half an hour before the ambulance arrived. But in saying that, it turned out to be a febrile seizure so with hindsight we presume whoever took the call was confident that it was only a febrile seizure?" - Southland/Otago

"My son first called for an ambulance and we were called back and told it wasn't critical enough for an ambulance. My daughter called again and said i needed get to hospital. They took 1.25 hours to come. I had an obstruction in the bowel. I had been in a MVA 2 weeks prior and had only been home 2 days. I had part of my bowel removed" - Central South

"Chronic pain management is difficult, but all we ask is we can try and get the pain to close to our own coping levels as possible. Found some paramedics do have a form of discrimination towards those with chronic on going pain" - Central East

"I felt that the two ladies who attended lack any empathy or compassion to the condition I was in given I felt like I had shortness of breath the repetitive questioning made me feel as if they were not listening and to be told "just to breath normally" in a rude manner was a real lack of understanding or empathy towards how I was feeling. Overall, it was the worst St John's experience I have ever had and I refuse to pay for such an appalling experience." - Southland/Otago

"I had to cancel the ambulance as it was not dispatched after an hour of my wife collapsing with sudden onset extreme abdominal pain, I carried her to our car and took her to hospital myself." - Central West

"We have used St John ambulance a number of times without cause for complaint. However, on this occasion while one staff member gave the usual standard of care, unfortunately, the other member who was also the driver, was very abrupt and drove without care for my comfort. It had been recommended that I go into hospital by ambulance as I have advanced Motor Neurone and had developed a second UTI hence the trip was very uncomfortable for me. I felt that possibly the driver was unwell as she appeared to be shaking, which was noticed also by my daughter who was with me when they arrived to attend me. Her manner was unnecessarily terse with both myself and the other staff member. This is not a complaint but is written in the interest of other patients who like myself, need to be shown more considerate care and compassion." - Central East

# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Detractors (cont.):**

"It was 50mins before the ambulance got to me and I was lying on the ground till they arrived" - Canterbury

"The main part is having to pay for this service next time I'm not going to bother better to die at home than pay just to get to the hospital being on a benefit makes life even harder now" - Central South

"Because the Ambulance officer was rude and told me I was faking my symptoms" - Canterbury

"They arrived at my house I was in labour they were unsure of my situation didn't think it was serious. Water broke and I was asked by them what I think it was. I had no confidence in them I held in my contractions and managed to deliver in hospital thank goodness" - Auckland

"Once they got to me they were fantastic, but they took a very long to get to me, because they had to come from Putaruru to Tokoroa, because the Tokoroa ambulances were out ( I think there are two in Tokoroa)." - Central West

"I appreciate everything the St. John team does for us and our community which is why I pay frequent donations to St. John what I do not appreciate at all is the fact that I pay all of these donations and then have to pay a bill of 98\$ for an ambo fee isn't this your job I was lifeless and I have to pay to stay alive good shit I say! NOT! Next time I'll just die in peace cheers." - Central West

## **Passive:**

"Was not sure what was going on as ambulance guy kept going away to talk to person at hospital, I think then we stopped in van while they changed drivers" - Central East

"Male worker very rude and didn't explain anything through my whole experience. Red to both myself and my whanau. Expected less of us (my assumption because we are Maori) then found out my mum is a nurse at the ED he took me too, she was on shift and his whole demeanour changed. Hid away and couldn't talk to me. He knew he was in the wrong with the way he treated me from the moment he arrived at my home hence his reaction after finding out who my mum is. I am Maori and my mum is Pakeha. This was from the Tauranga St Johns Service." - Central East

"Ambulance staff where lovely, friendly, not much communication with the people who took the call to tell us how far they would be, not ambulance fault the staff where patient and friendly" - Central West

# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Passive (cont.):**

"Where you could do better is letting the patient know when you're going to take the sticky tape from the machine off my hairy chest the lady nurse ie ambulance officer knows all about it, it hurt but I'll get over it she was good about it thank you for all you did" - Canterbury

"This rated the staff as the quality given to be the best anywhere 10 out of 10" - Auckland

"I already knew what was happening to me before they arrived but they still checked before moving me and kept checking vitals and talking in a positive manner the whole time. At Johns do a great job." - Northland

"It was a very long wait for ambulance and the pain was horrific so don't have a clear memory of how I even got into the ambulance but I am confident that I was given the best of care" - Auckland

"My confidence was elevated when I saw the paramedics knowing that now I will be cured. They assured me that after reaching the hospital I will be attended to immediately. The person who was talking to me started referring to a few other things not related to the pain. I think that was a very good tactic to divert my attention from the pain. Overall a professional and friendly service team. They were very professional and kind." - Central South

"They were kind and kept my son and I calm on way to hospital. Very good service. Thank you so much." - Tasman

"Just the 2 hour wait for the ambulance" - Canterbury

"I think all ambulance staff deserve more than they get. Thank you for your service! You're understaffed and underfunded but you're expected to be there for everyone. You might have taken a very long time to pick me up but I know you're busy and undoubtedly over run. Thank you for being there for me when I needed you - which was a first for me!" - Auckland

"As I live very close to the hospital I thought they would be here a lot quicker. Staff were amazing & capable very caring" - Auckland

"Doing a great job! Well done" - Auckland

"These ratings are due to me not remembering a lot of what happened, them arriving, explaining things I just know I felt safe in their care. Thank you" - Central East

"When I arrived I was yelled at asking where the other passenger was? I was not in the car or at the crash scene till well after and had no idea who was in the car. All I needed was to visibly see our son and that was hindered. Not professional" - Central West

"The staff were efficient and helpful." - Central West

# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Passive (cont.):**

"My daughter had to call 111 after the 1st initial phone call she was told I was not an emergency and to call back in 30min we did not wait and called straight back. The ambo men were fantastic and couldn't understand how 111 were to determine what pain I was in as to the urgent need for them." - Tasman

"73 years old. Treated with respect and had good rapport with both staff." - Central West

"Staff were good and helped me. Some of the young male drivers were not as smooth as the older lady drivers. Roads in Otago are not the best." - Southland/Otago

"The 111 call was priority 2 and it took the ambulance along time to come" - Northland

"Except the delay and a few bumps it was good." - Auckland

"The staff were amazing. The time it took to arrive was longer than I'd expect. It was raining and the back of the ambulance had water running down the door on the inside. It didn't bother me but thought I'd mention that. Overall satisfied and once again the 2 staff were super amazing with my son." - Central South

"All my expectations were met" - Auckland

"All the support I needed. One person a little bit disengaged." - Northland

"Was expecting the call centre staff to remain online until ambulance arrived but they hang up prior Ambulance was good and professional and very friendly" - Auckland

"Excellent service except for the waiting time. Katikati district has paid for an ambulance and station but can wait up to an hour for service (twice in my recent experience) as the ambulances have been called out of area." - Central East

"Friendly and knowledgeable ambulance officers. I liked how they were both ladies -(vaginal bleeding) felt comfortable with them. One of them was a little bit 'she'll be right' but the other one was more cautious and worried about my condition (which I appreciated) I think having both of them was a good balance to help me not panic." - Auckland

"The staff were friendly, comforting, kind, caring. Couldn't fault them at all. Just took so long to arrive." - Auckland

"Very satisfied with your service" - Tasman

"Hoof" - Southland/Otago

# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Promoters :**

"The paramedic was excellent. The young driver appeared to be inexperienced and averse to be involved in my care. He drove too fast and so the ride was bumpy." - Canterbury

"The Ambulance Officers were very friendly and professional, knew exactly what all of the drugs I had been given and how to counteract the effects I was suffering. All while making an effort to make me as comfortable as possible." - Tasman

"I felt relieved that I no longer needed to be in charge. Especially good was the ease with which I could explain how I felt, as the man who dealt with me was also originally from South Africa the lady who drove the ambulance was careful and she made me aware of the poor quality of the road surface close to Middlemore. They were both the best for me!" - Auckland

"Two lovely women treated everyone with kindness. I felt incredibly comfortable and taken care of." - Canterbury

"All I have to say is that I was more than happy with ambulance staff. Making me feel really important and relaxed. Take my hat off to them." - Tasman

"Because I thought they were genuinely concerned about my well-being and I could understand the discussion" - Auckland

"Absolute professionalism, empathy, understanding, kindness, respect, what else could you say! My trip from Whitianga to Thames Hospital was in utter atrocious road conditions and my attendees were super awesome. They rock! Thank you Whitianga Volunteer St Johns Ambo crew." - Central West

"I was very, very pleased with the care I received. They engaged with me in a way that made me feel cared for and safe. They explained everything to me and were attentive and not rushed. Much, much better care than my ED experience." - Central South

"They were very professional and did all they could for me on a difficult road to travel. Very thankful for their help." - Central South

"I feel the St John's paramedics are very compassionate and great empathy for someone who is in pain and needed assurance." - Northland

"I was terrified as I did not know what was wrong with my husband. The ambulance officers were calm and pro-active as my husband was unconscious initially. When my husband began to come around, the officers were able to reassure him and able to get him to the ambulance comfortably even though we live on a steep hill. A kind officer drove my car to the hospital so that I could travel in the ambulance. At the hospital, the officers ensured that we were looked after before they left. Thank you soooo much. We have given 2 donations separately to paying the account. We are so grateful." - Southland/Otago

"They were very professional, had a laugh to help me relax and explained what they were going to before they did any tests etc.." - Southland/Otago

# Patient Explanations

**Patients' explanations** for ratings including all comments from those who are detractors and passive, plus a sample of those who are promoters.

## **Promoters :**

"Both of the Ambulance men were very good, and I felt quite happy with the way they explained to me and tested me with an ECG etc. Both very confident making me feel that I was in good hands, explaining what they were thinking all the way through." - Northland

"I collapsed and my wife called 111. My wife tells me they arrived very promptly. At this stage I had regained consciousness, the officers in attendance treated me with respect and explained their actions fully. I cannot commend them highly enough. We are St John subscribers; we have made an extra small donation a short while ago and will make another one shortly. Thank you St John." - Central East

"I am so grateful for the dedication and compassion the staff have." - Central West

"The two that responded to my brother with autism was beyond the care ever expected. A personal thanks must go to these two for their diligence support and caring disposition" - Central East

"Every member of the medical team from the medical centre to the hospital were excellent. But the ambulances staff were particularly kind and caring. I also appreciated the explanation and answers to my questions which the paramedic provided when he came on board at Dunsandel." - Canterbury

"I was treated so well, was even laughing with the crew I had, they were amazing" - Auckland

"Great staff very caring and compassionate cannot speak highly enough about the crew" - Central South

"Very supportive / quick response & understood the best treatment for me. Also very kind." - Northland

"Very professional service could not be better thank you." - Central West

"I was treated with great kindness and respect. I was reassured by ambulance staff that ringing for them was the right thing to do." - Southland/Otago

"Keep up the hard work. Bless you all" - Central East

"Was very happy with the treatment don't think they could do any better" - Tasman