

# Community insights on Ambulance services



**healthwatch**  
Waltham Forest

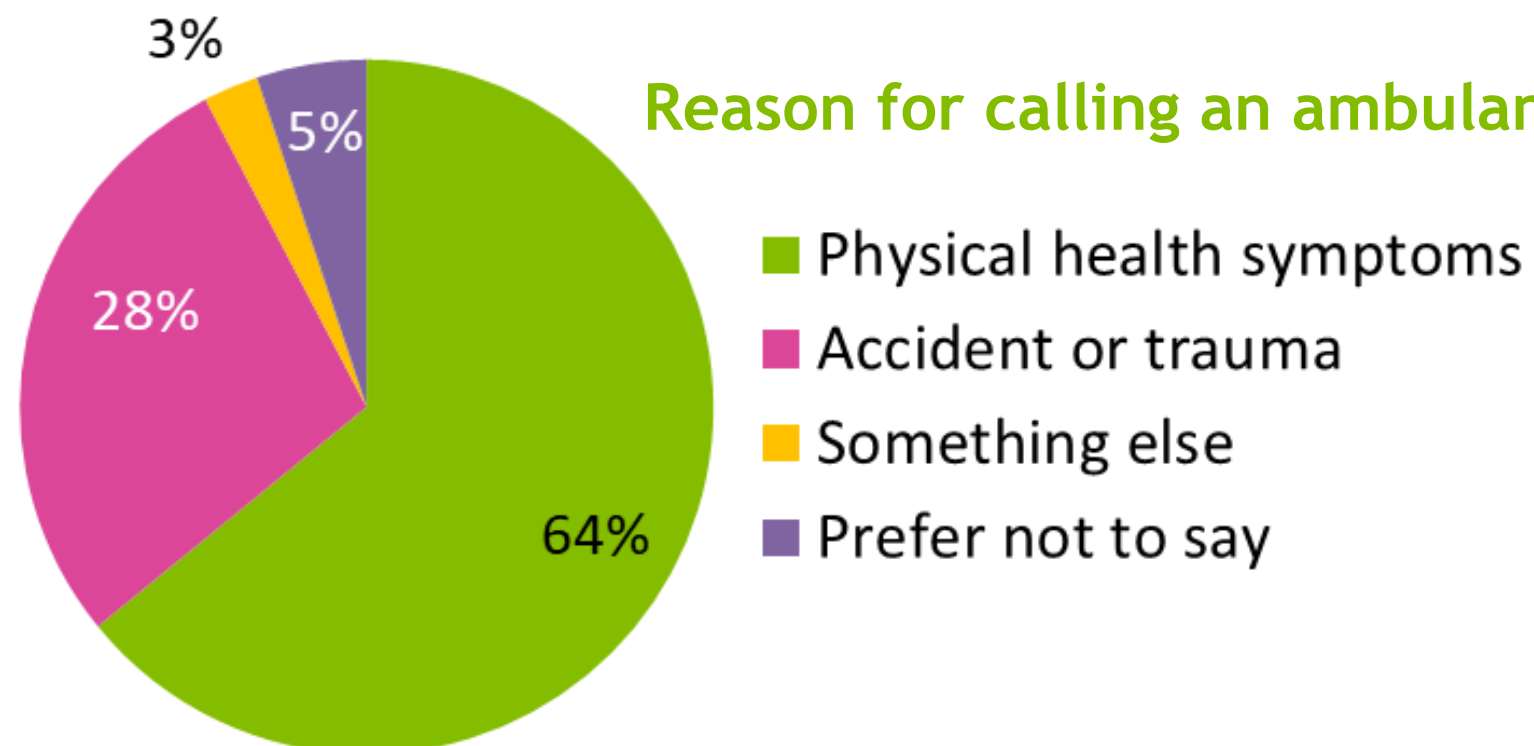


## Healthwatch Waltham Forest engaged with 54 local residents on their experience with ambulance services

# 72%

had used an ambulance in the last 12 months

Reason for calling an ambulance



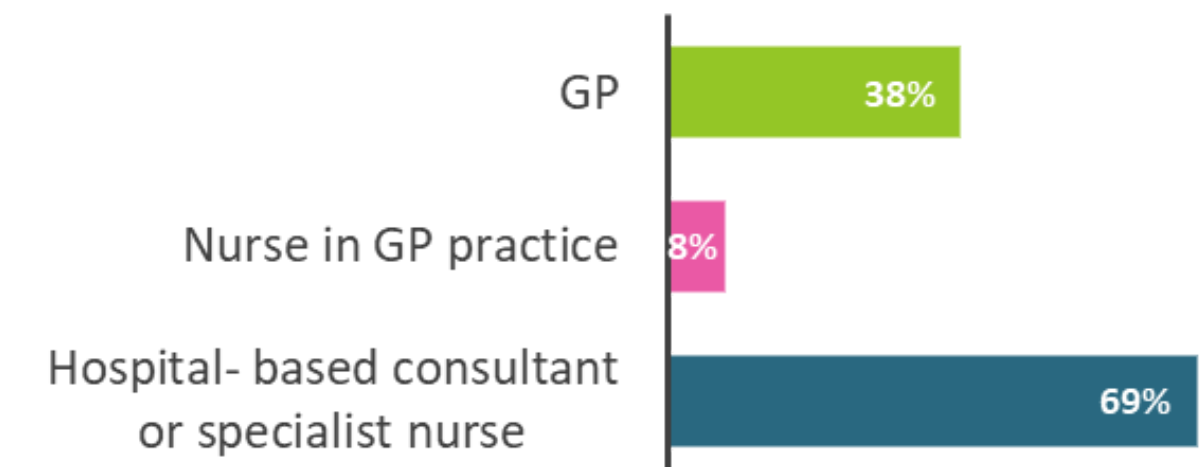
# 52%

of those who called an ambulance for physical health symptoms had received medical treatment for it before

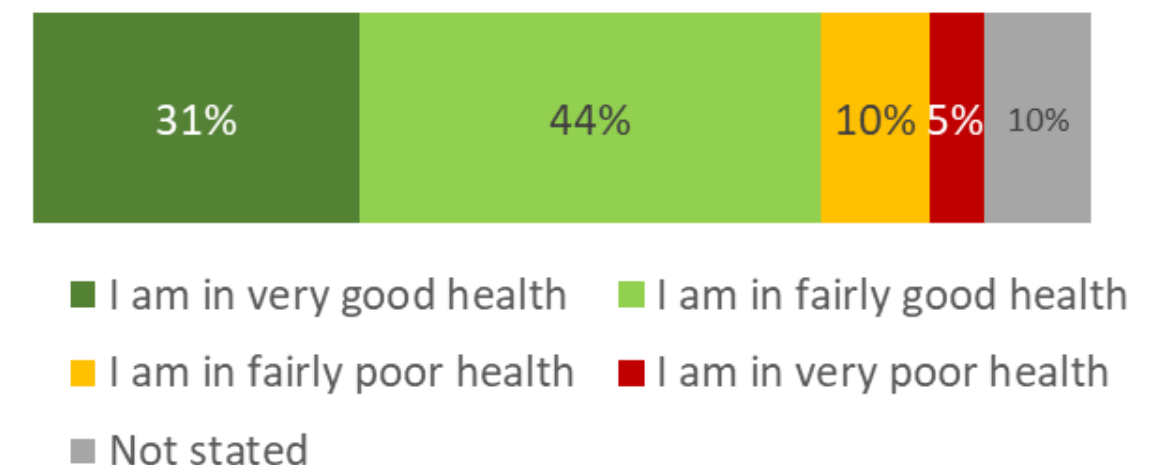
# 44%

of those who called an ambulance for physical health symptoms were living with a chronic health issue

Whom they received previous treatment from:

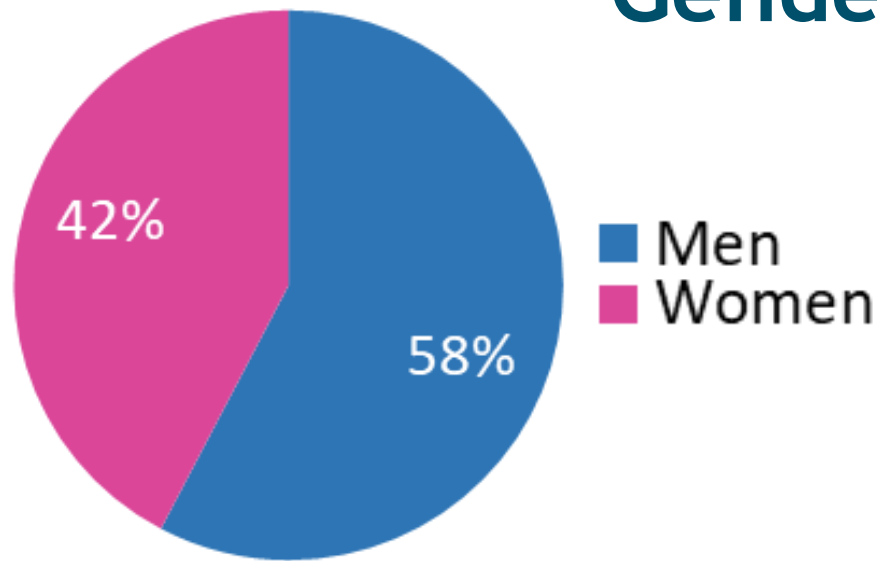


State of health for patients who DID use ambulance:

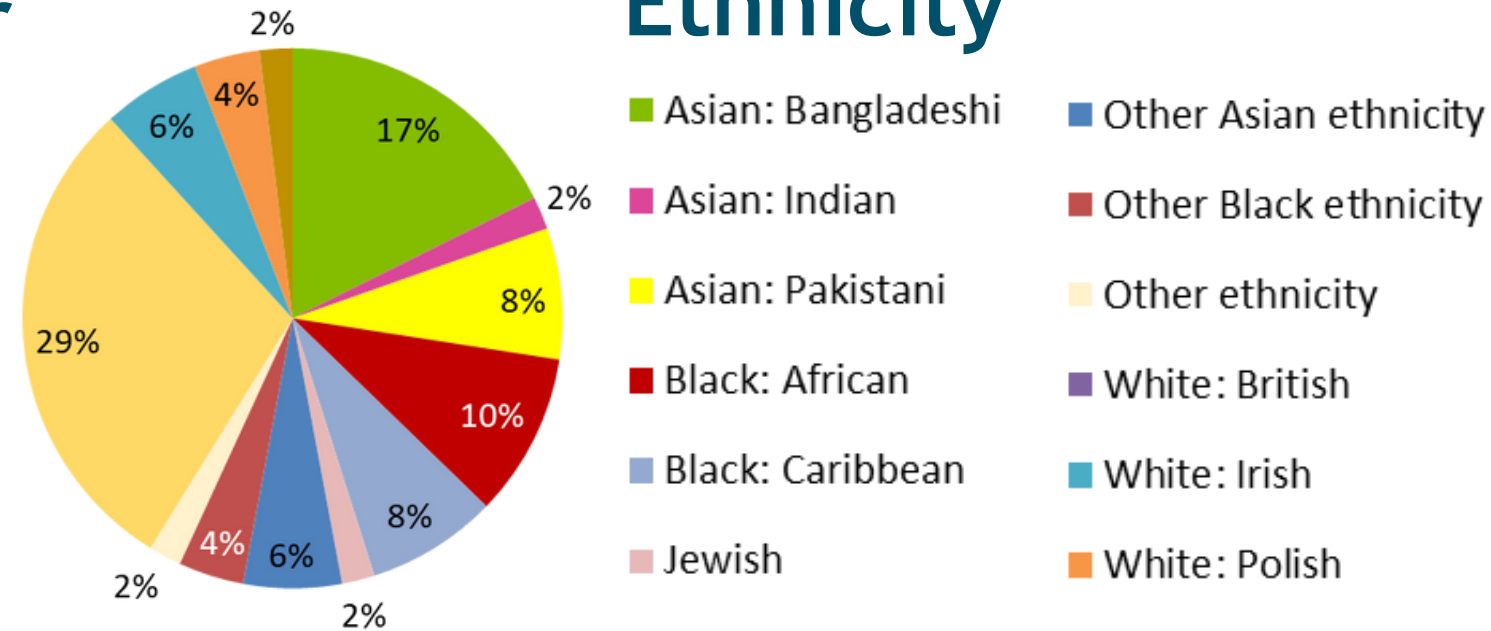


# Who our respondents were

## Gender



## Ethnicity



6% were LGBT

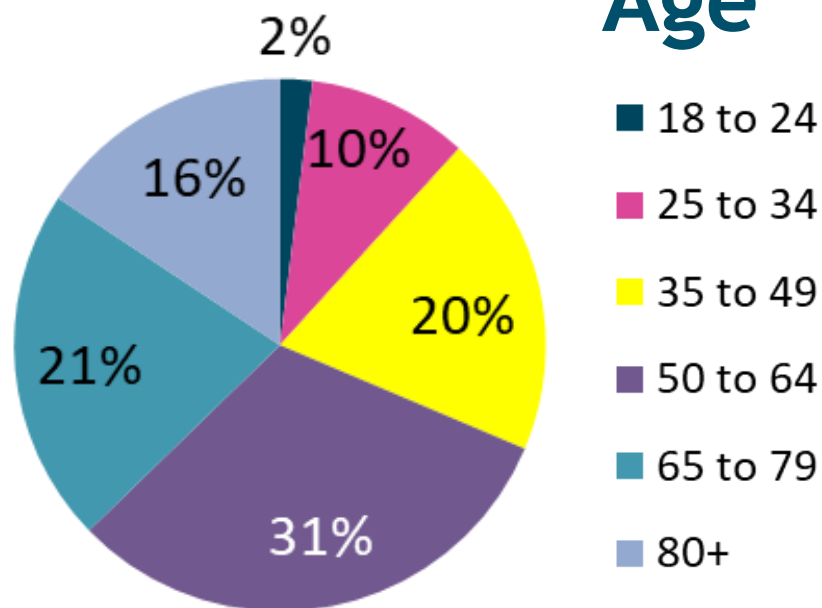


22% were parents  
8% of them were single parents

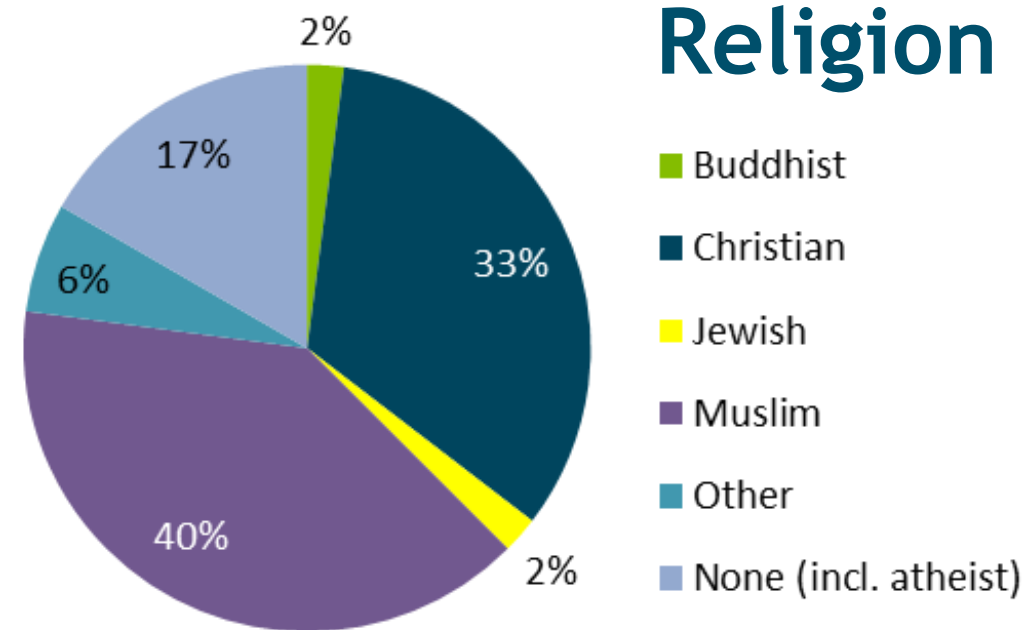


49% were digitally excluded

## Age



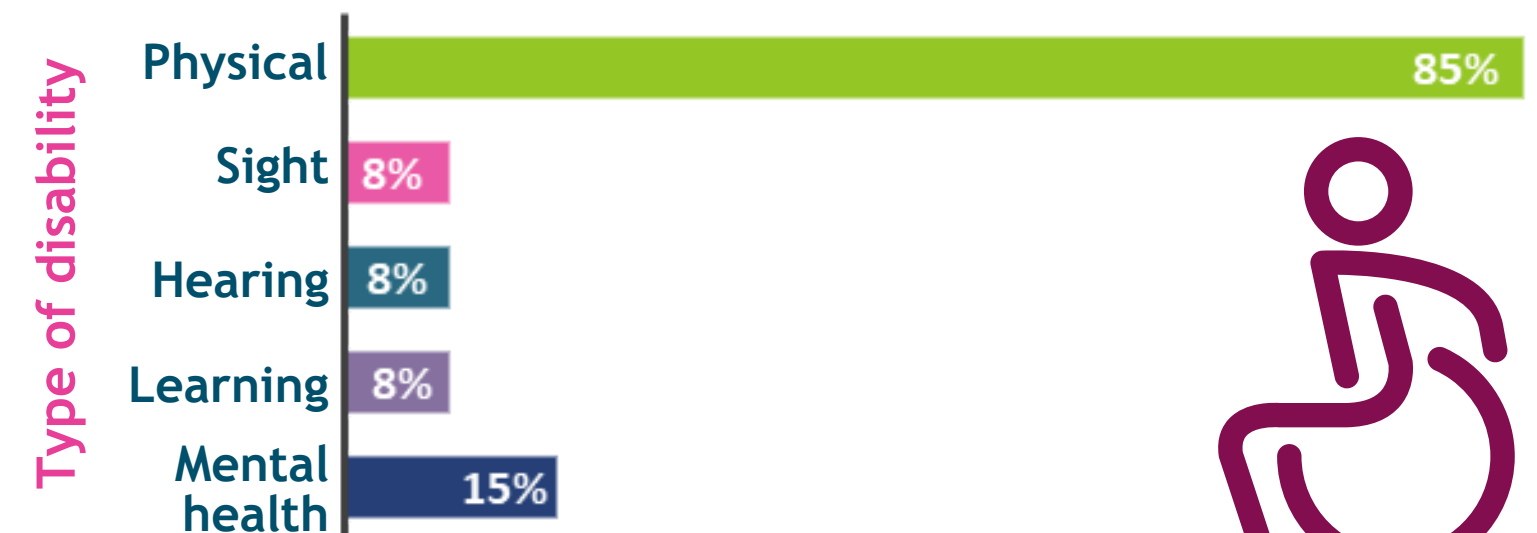
## Religion



## Level of English

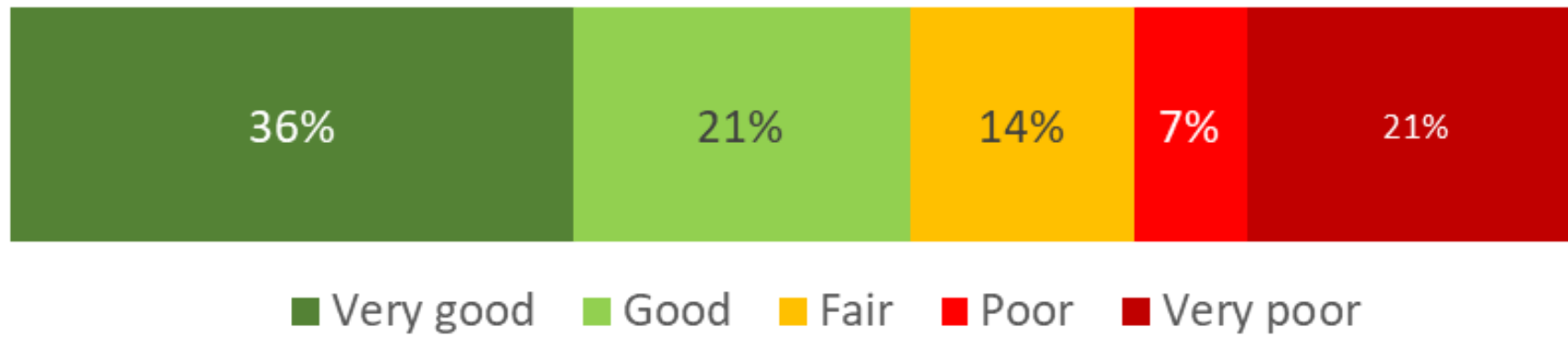


46% had a long-term condition  
9% had a mental health condition  
10% were neurodivergent  
25% were disabled

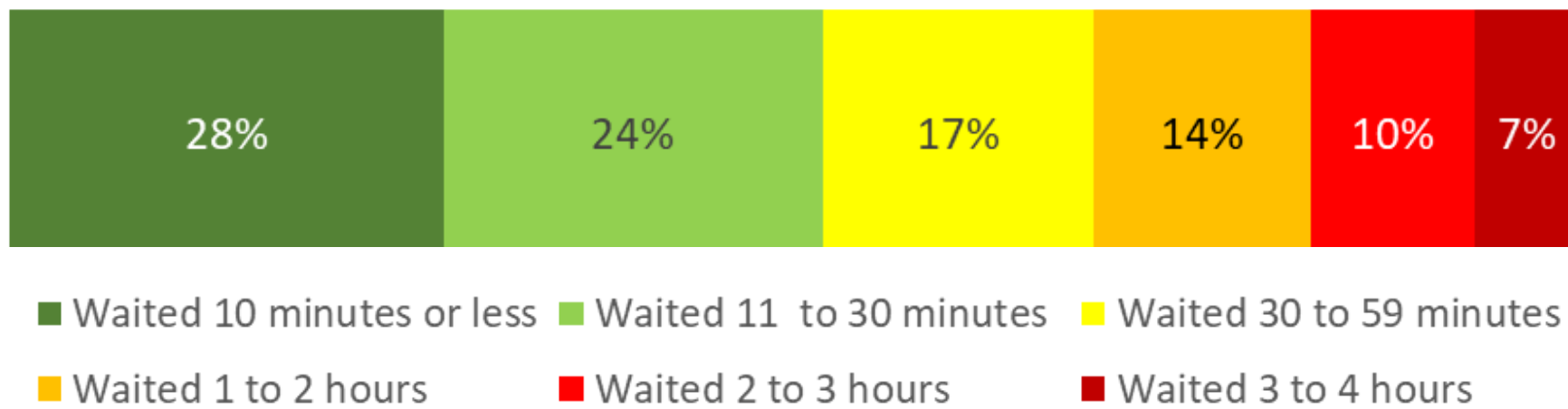
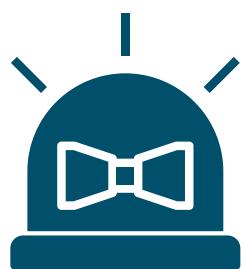


# Accessing an ambulance

14 people gave feedback on their experience calling 999



29 people gave feedback on waiting for an ambulance

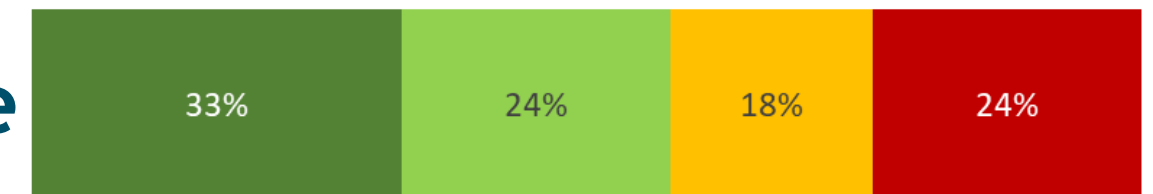


The average waiting time for an ambulance was

**48 minutes**

## Opinion of ambulance waiting times

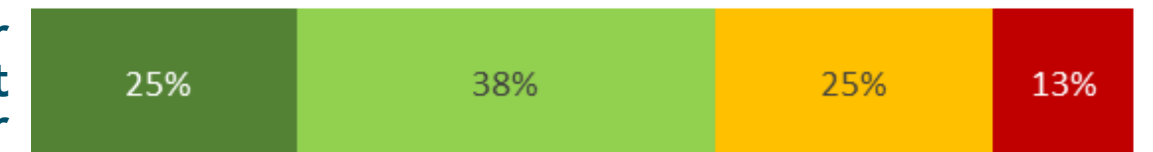
Everyone



Waited under 30 minutes



Waited over 30 min but under an hour



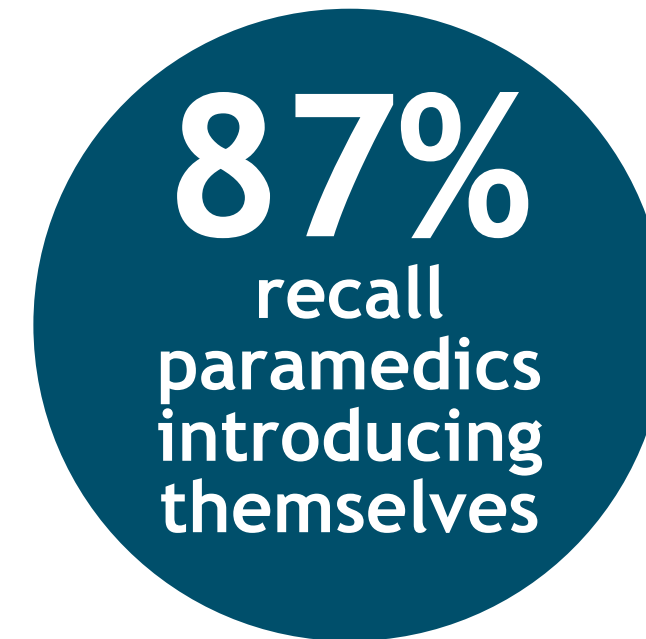
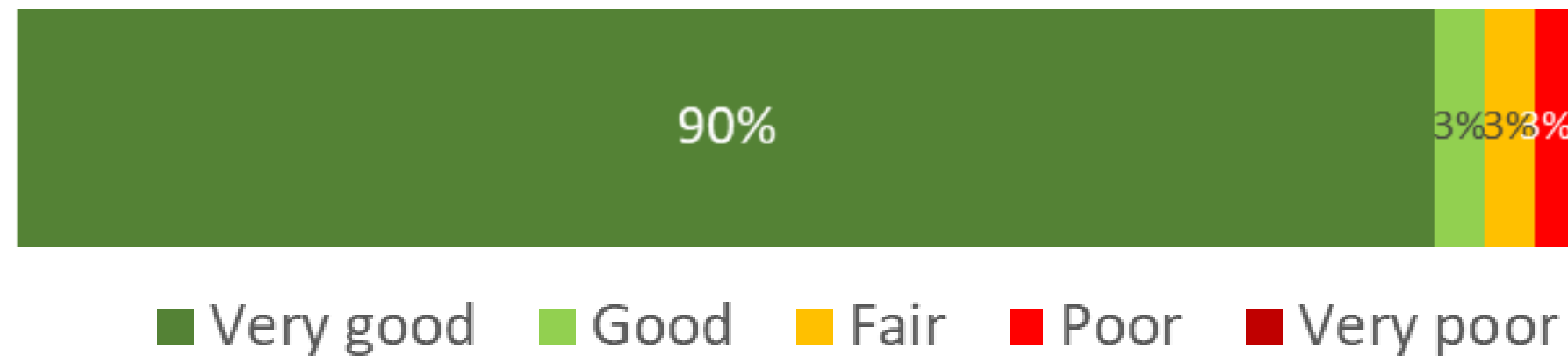
Waited an hour or longer



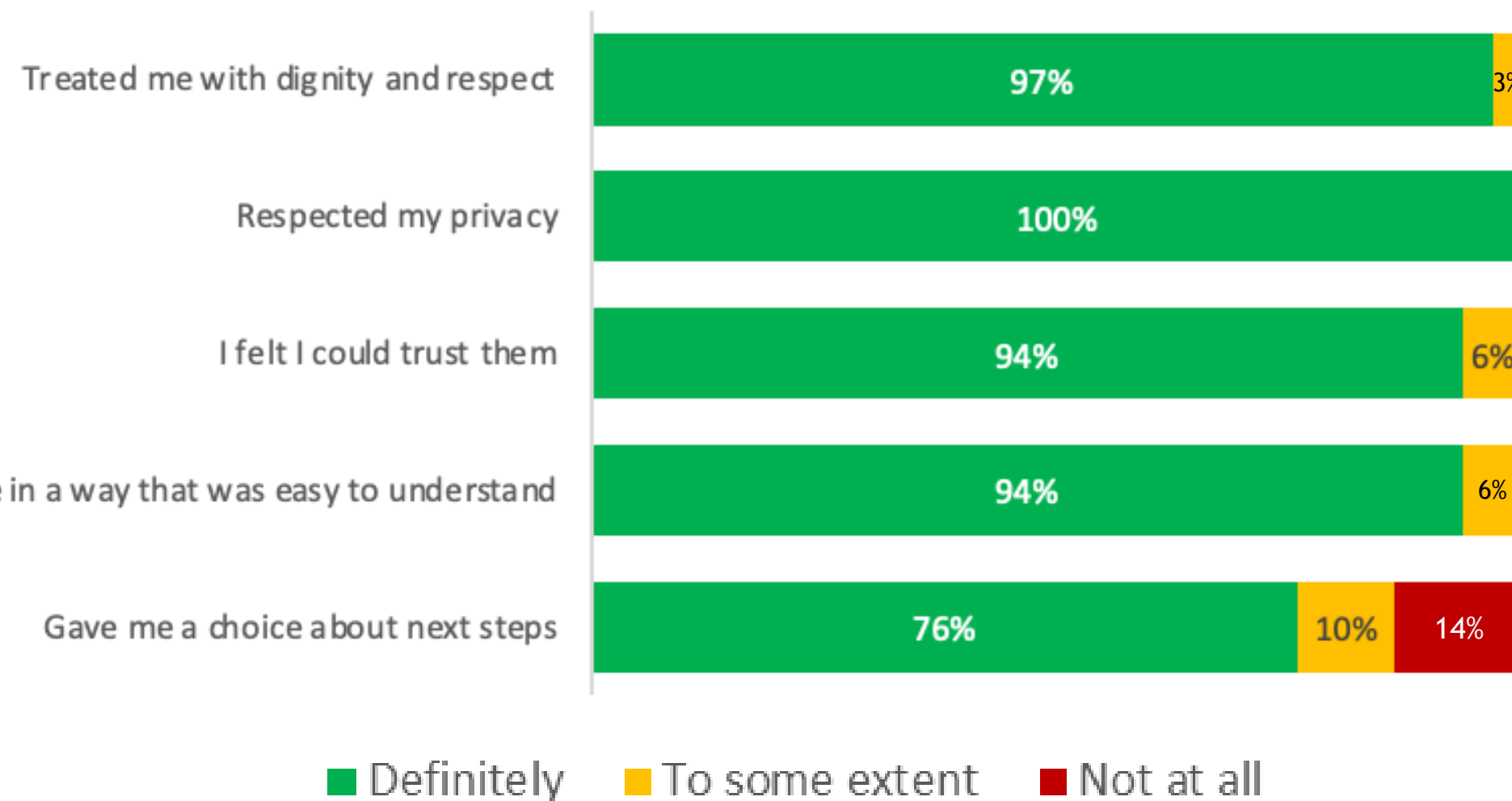
■ Entirely reasonable 
 ■ Somewhat reasonable 
 ■ A bit too long 
 ■ Way too long

# Experience of paramedics

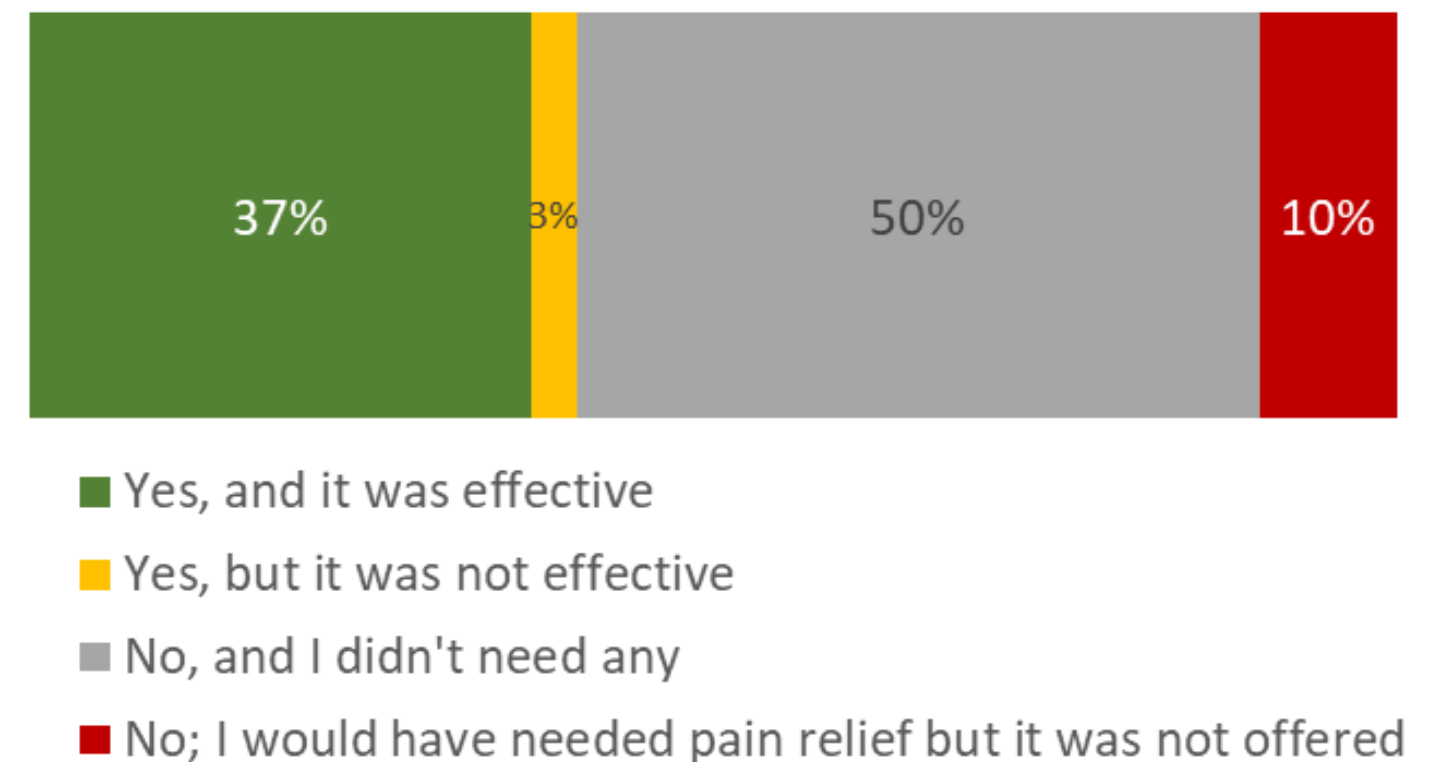
Most people had a **very good** experience of paramedics



## Behavior of paramedics:



**40%** of patients received pain relief:

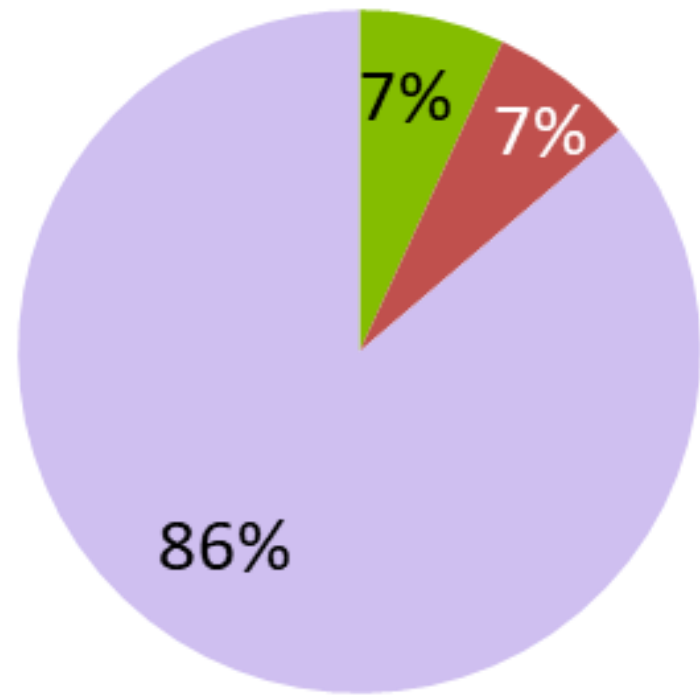


# Journey to the hospital

**90%**  
of those seen  
by paramedics  
were taken to  
a hospital

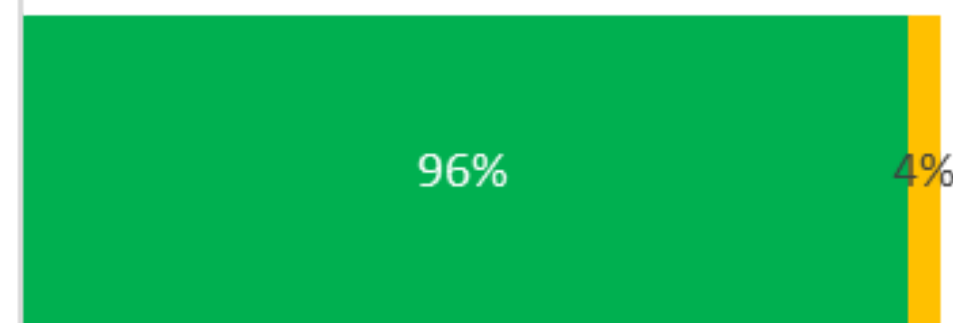


The average journey  
to a hospital took  
**17 minutes**

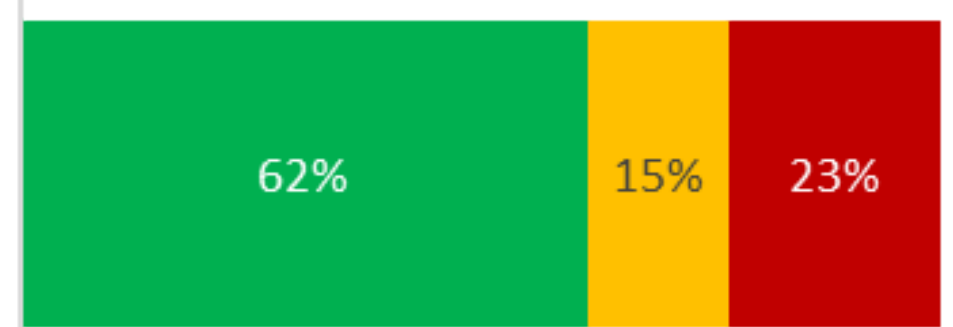


- Homerton Hospital
- Royal London Hospital
- Whipps Cross Hospital

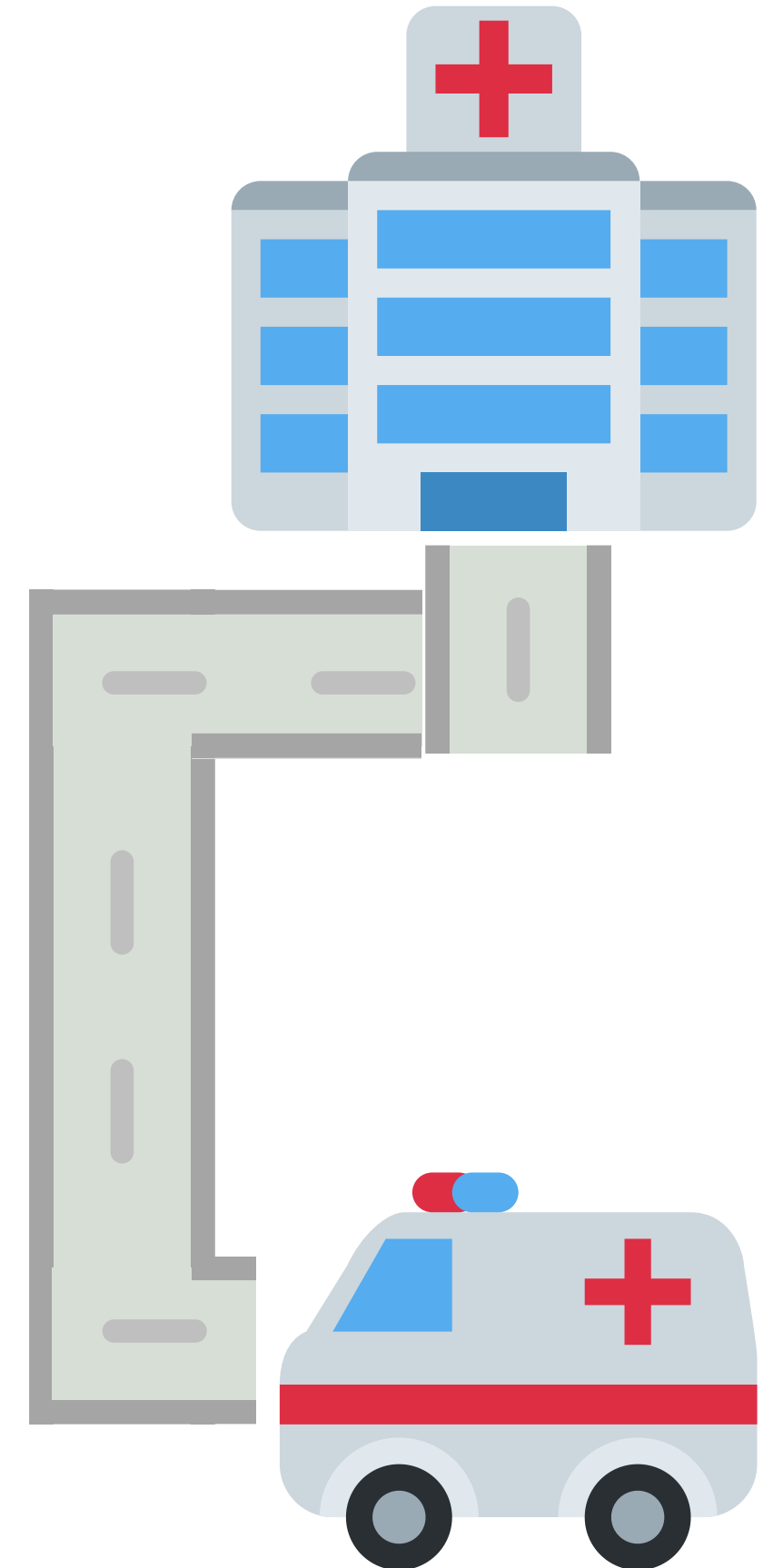
The ambulance  
was clean  
and tidy



The journey  
to the  
hospital was  
comfortable



- Definitely
- To some extent
- Not at all

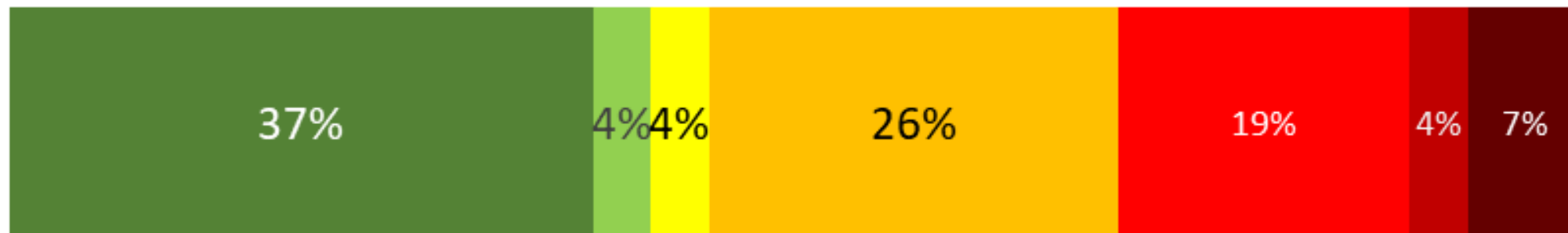


# Experience of A&E

27 people gave feedback



The average waiting time in A&E was **One hour and 14 minutes**



- Waited 10 minutes or less
- Waited 11 to 30 minutes
- Waited 30 to 59 minutes
- Waited 1 to 2 hours
- Waited 2 to 3 hours
- Waited 3 to 4 hours

Do services work well together?



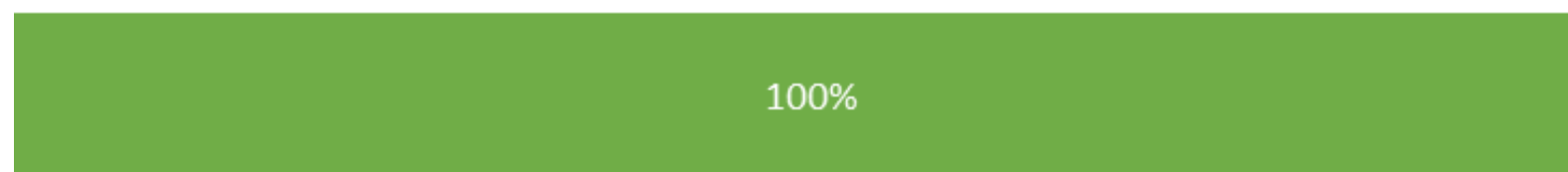
- Definitely
- To some extent
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## Opinion of A&E waiting times

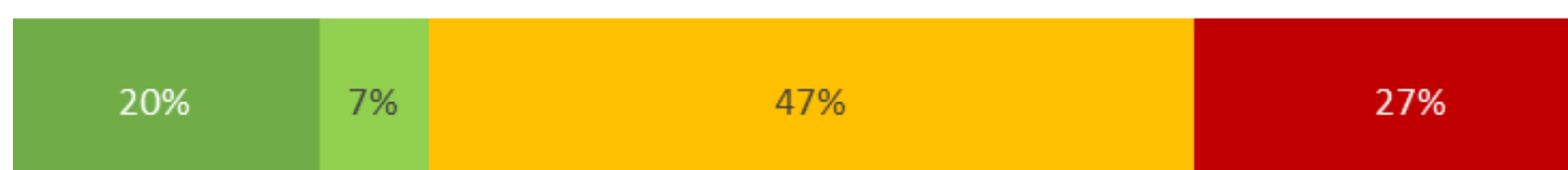
Everyone



Waited under an hour



Waited an hour or longer



- Entirely reasonable
- Somewhat reasonable
- A bit too long
- Way too long



# Perception of the London Ambulance Service

