



Air Ambulance Patient Survey

Section 1

Please tell us about the patient

Q1 Are you the patient?

Yes.....

No, I am completing this on behalf of the patient

Q3 Gender of the patient?

Male

Female

Q2 Age of the patient in years?

Section 2

Please tell us your views on the air ambulance

Q4 When you required a response from the ambulance service did you expect the air ambulance to attend the incident?

Yes.....

No.....

Unable to say

Q6 Do you feel your condition at the time of the incident warranted an air ambulance response?

Yes.....

No.....

Unable to say

Q5 Did the landing of the air ambulance cause any problems?

Yes.....

No.....

Unable to say

If you answered 'yes' please specify in what way the air ambulance landing caused problems

Q7 How would you describe the air ambulance?

Expensive to run but very necessary ...

Expensive to run and unnecessary

Moderate cost to run but very necessary.....

Moderate cost to run and unnecessary

Cheap to run and very necessary

Cheap to run but very unnecessary

Unable to say

Section 3

Please tell us about your experience of the air ambulance

Q8 Did the ambulance service staff give you a choice of how to travel to hospital? For example either in the air ambulance or in a road vehicle?

- Yes
- No
- Unable to say

Q9 Were you happy to travel in the air ambulance?

- Very happy
- Fairly happy
- Not happy, I would have preferred to travel in an ambulance on the road.....

Q10 Before being attended by the air ambulance had you ever travelled in a helicopter?

- Yes
- No

Q11 Did the air ambulance crew explain to you what the air ambulance would be like to travel in prior to you doing so? E.g. smells, noise, or motion.

- They fully explained
- They partially explained
- They did not explain

Q12 How would you describe the comfort of the air ambulance on your journey to hospital?

- Very comfortable
- Comfortable
- Fairly comfortable
- Uncomfortable
- Very uncomfortable

Q13 How would you describe the noise level in the air ambulance?

- Very noisy
- Noisy
- Fairly noisy
- Quiet
- Very quiet

Q14 Did the motion of the air ambulance cause you to feel sick at all during the flight?

- Yes
- No
- Unable to say

Q15 Did you have any trouble communicating to the crew of the air ambulance during the flight?

- I had no trouble communicating to the air ambulance crew
- I had a little trouble communicating to the air ambulance crew
- I could not communicate to the air ambulance crew

Q16 Did you feel safe while travelling in the air ambulance?

- Yes
- No
- Unable to say

Q17 Did your journey to hospital involve travelling in a road vehicle ambulance after having travelled in the air ambulance?

- Yes.....
- No.....
- Unable to say.....

Q19 Were you satisfied with the care and treatment you received from the air ambulance crew?

- Very satisfied.....
- Satisfied
- fairly satisfied
- Unsatisfied
- Very unsatisfied.....

Q18 How would you describe the attitude of the air ambulance crew?

- Very professional
- A little improvement necessary
- Not professional

Q20 Overall, how would you describe the service you received?

- Very satisfactory.....
- Satisfactory
- Fairly satisfactory
- Unsatisfactory
- Very unsatisfactory.....

Q21 Please use this box to explain why, if you have responded in the negative to any questions or if you have any other comments.

Thank you for your time.

If you would like any help completing this questionnaire or have any queries, please contact Victoria Maillardet on 01603 422747.

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