



## Community First Responder Patient Survey

When you recently required the ambulance service a Community First Responder was sent to attend you. We value your comments on the Community First Responder Scheme, the incident and the care you received. Please note that this questionnaire refers to the Community First Responder and NOT the ambulance crew that also attended you.

### 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?**

### Community First Responders

**Q4 Were you aware that there was a Community First Responder Scheme operating in your area?**

Yes.....

No.....

**Q7 Is it important to you to know at the time of the 999 call that a Community First Responder would be attending?**

Yes.....

No.....

**Q5 Were you aware that Community First Responders are local volunteers?**

Yes.....

No.....

**Q8 Was the Community First Responder wearing a high visibility waistcoat?**

Yes.....

No.....

Unable to say.....

**Q6 Do you approve of the use of Community First Response schemes by the ambulance trust?**

Yes.....

No.....

If No, please tell us why you do not approve

**Q9 Was the Community First Responder wearing an Identification Badge?**

Yes.....

No.....

Unable to say.....

**Q10 How did the Community First Responder introduce himself / herself? Please tick all options that apply.**

- By name* .....
- As a Community First Responder* .....
- As being from the Ambulance Service.*
- They did not introduce them self*.....
- Unable to say*.....

**Q14 How would you describe the care you received from the Community First Responder?**

- Very acceptable* .....
- Acceptable* .....
- Fairly acceptable*.....
- Unacceptable* .....
- Very unacceptable* .....

**Q11 Did the Community First Responder have equipment with them when they first approached you?**

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

**Q15 Before the ambulance crew arrived how did the patient's condition change?**

- Condition improved* .....
- No change in condition*.....
- Condition deteriorated*.....
- Unable to say* .....

**Q12 Did the Community First Responder explain what they were doing as they assessed and treated you?**

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

**Q16 Would you be happy to receive care from a Community First Responder again?**

- Yes*.....
- No*.....

**Q13 How would you describe the attitude of the Community First Responder?**

- Very confident*.....
- Confident*.....
- Fairly confident*.....
- Lacking confidence* .....
- Not at all confident* .....

**Q17 Overall, how would you describe the service you received from the ambulance trust?**

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

**Q18 Please use this box to tell us if you have any other comments.**

Ref1:

Ref2: