

# 2022

## PATIENT SURVEY

ST JOHN EMERGENCY  
AMBULANCE SERVICE  
GUERNSEY



Island Global Research



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This report presents findings from a survey on the St John Emergency Ambulance Service completed by residents in the Bailiwick of Guernsey between February and April 2022.

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## About Island Global Research

Island Global Research is a market research and consultancy company with experience in both quantitative and qualitative research methods. We regularly conduct market research for clients in the Crown Dependencies.

Island Global Research is part of the BWCI Group.

# INTRODUCTION AND APPROACH

**Island Global Research was asked to conduct a patient survey on behalf of the St John Emergency Ambulance Service (SJEAS) to gain a better understanding of service users' experiences of both the emergency service and the non-emergency Patient Transport Service.**

SJEAS wrote to individuals who had used the service in January and February 2022 inviting them to complete the survey. To extend the reach of the survey, Island Global Research and SJEAS promoted the survey more generally to residents of the Bailiwick of Guernsey. Anyone who had experience of the emergency ambulance service or the non-emergency patient transport service since January 2021 could share their views. In addition, all respondents were asked about their awareness of the services offered by St John Ambulance Guernsey and about the Ambulance Subscription Scheme. There were also profiling questions about the respondent, including their age, gender, and health insurance coverage.

## **Data Collection**

The survey was completed by 1879 eligible responses from adult residents in Guernsey, which includes 627 people who had used the service or were able to provide feedback on behalf of someone close to them.

Responses were collected between 24 February and 4 April 2022. The survey was promoted to a wide audience:

- SJEAS contacted recent service users by email and letter asking them to share their experience.
  - Island Global Research contacted their market research panel and invited them to participate in the survey.
  - Both Island Global Research and SJEAS promoted the survey using social media (Facebook and Instagram).
- There was also an article in the Guernsey Press which encouraged residents to complete the survey.

## **Structure of the Report**

The report is structured to present i) feedback on the Emergency Ambulance Service, ii) feedback on the Non-emergency patient transport service, and iii) additional insights on the awareness of other services and on the Ambulance Subscription Scheme. Where applicable feedback has been disaggregated to show for members and non-members of the Ambulance Subscription Scheme.



# KEY FINDINGS

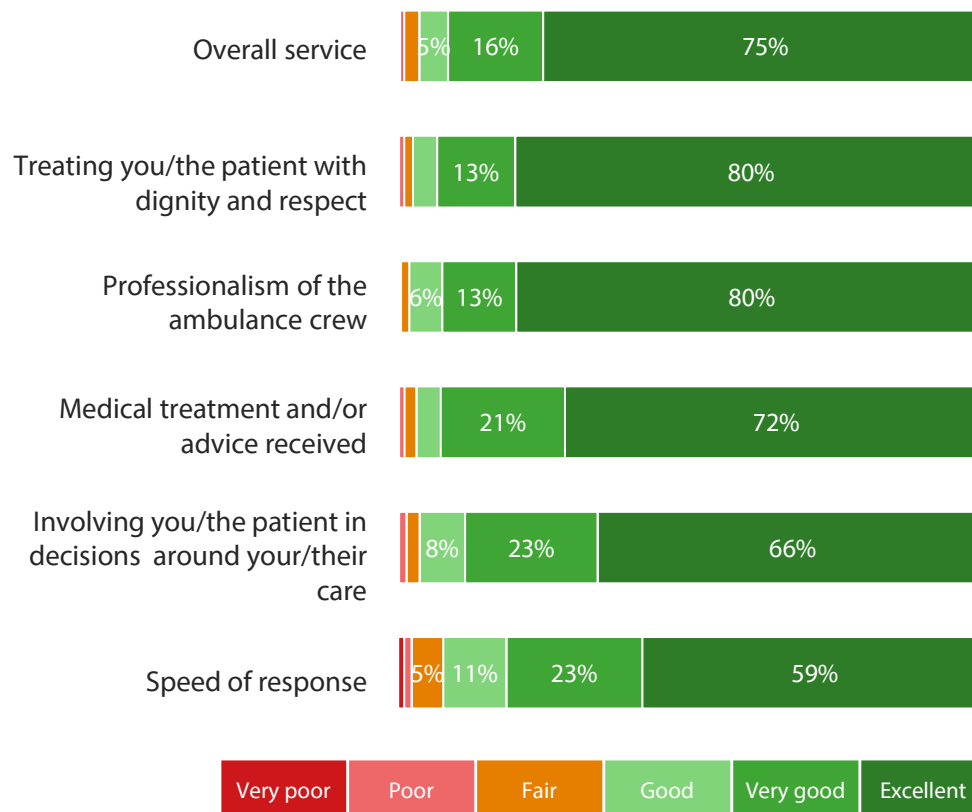
## EMERGENCY AMBULANCE SERVICE

In total 566 people provided feedback on the Emergency Ambulance Service. This included 262 people whose experience was as the patient and 304 people whose feedback was as someone close to the patient.

- Almost a quarter experienced a life-threatening emergency when they last used the Emergency Ambulance Service. 71% had another medical emergency, and 5% didn't know.
- The majority of those who experienced another medical emergency did not consider calling a GP before an ambulance
- The majority of service users (86%) were transported to the Emergency Department, while 14% were treated and discharged at the scene. Almost all (99%) of patients who were treated and discharged at the scene were satisfied with this decision.
- All aspects of patient's experience were rated highly. 75% rated the overall service of the Emergency Ambulance Service as excellent, and a further 16% said it was very good.

The majority of comments were positive and referenced the excellent care and service provided by the ambulance crew.

### How would you rate your/the patient's experience of the Emergency Ambulance Service on the following aspects?\*





# KEY FINDINGS

## NON-EMERGENCY PATIENT TRANSPORT SERVICE

In total 154 people provided feedback on the Non-emergency Patient Transport Service. This included 55 people who were reporting on their own experience and 99 who were providing feedback as someone close to the patient.

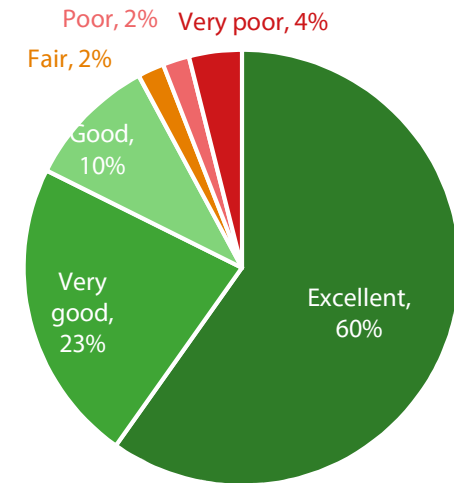
- 83% of service users rated the overall service received as very good or excellent.
- 81% of service users rated the care and attention provided as very good or excellent.

In addition:

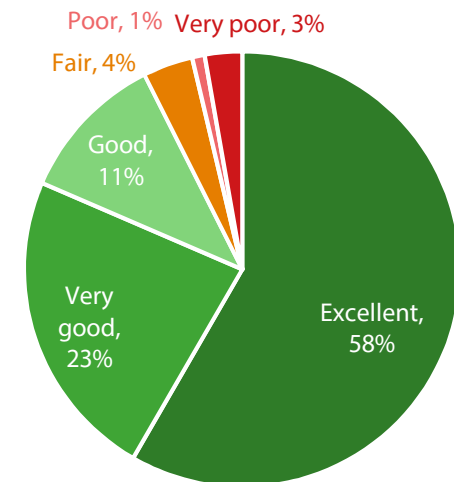
- 83% of service users were told what time the service user would be picked up
- 86% of service users arrived in time for their scheduled appointment
- 87% of service users were escorted by the ambulance crew to the reception desk and had staff notified of their arrival
- 82% of service users were collected and taken home within 3 hours of the appointment finishing.

Overall, the majority of respondents expressed their gratitude to St John Emergency Ambulance Service for the excellent service provided.

**Overall Service**



**Care and attention provided to the service user**



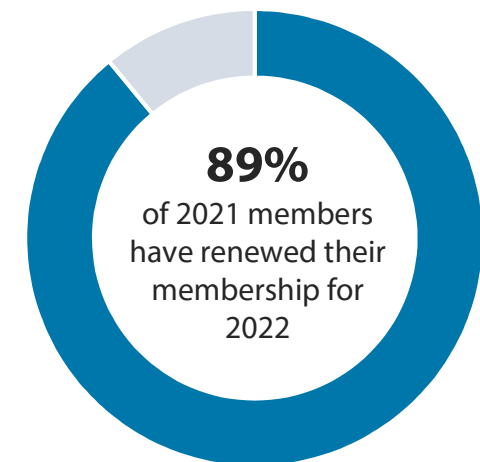
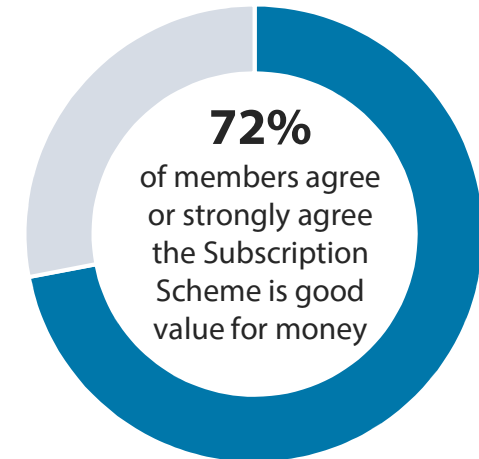


# KEY FINDINGS

## AMBULANCE SUBSCRIPTION SCHEME

All survey respondents were asked about the Ambulance Subscription Scheme. This includes 1245 respondents who were members in 2021 and/or 2022, and 637 respondents who were not a member in either 2021 or 2022.

- There was good awareness of the Ambulance Subscription Scheme: just 6% of non-members were not at all aware of the scheme and 19% said they were partly aware. The remaining 76% of respondents who are not a member said they were fully aware of the Scheme.
- 72% of members, and 61% of non-members, agree or strongly agree the Ambulance Subscription Scheme is good value for money.
- Renewal rates were very high: 89% of respondents who were members in 2021 indicated they have already joined for 2022.
- Among those who were not a member in 2021, 19% said they had already joined for 2022. A further 6% indicated they were very likely to join and 18% may consider joining. The remaining 57% said they were not likely to join.
- 72% of those who had joined the Ambulance Subscription Scheme in 2022 were fully aware that it was possible to join online, and a further 15% were partly aware. 83% who had joined in 2022 said it was very easy or fairly easy to complete the online form.
- Members of the scheme for 2022 said they prefer the current annual payment option which starts in January. However, those who are very likely to join for 2022 tended to prefer an annual payment that could start at any time. There was also some interest in making a regular monthly payment.





# PROFILE OF RESPONDENTS

The survey was completed by 1879 people who are resident in the Bailiwick of Guernsey.

This included:

- 566 respondents who provided feedback on the Emergency Ambulance Service
- 154 respondents who provided feedback on Non-emergency Patient Transport Service
- 1245 respondents who were members of the Ambulance Subscription Scheme (in 2021 and/or 2022)
- 451 respondents who had not used the service since January 2021 and are not a member of the Ambulance Subscription Scheme.

## 1879 survey respondents

Including:  
566 people who provided feedback on the Emergency Ambulance Service and;  
154 people who provided feedback on the Non-emergency Patient Transport Service

Profile of Emergency Ambulance users	N = 566
Provided feedback on own use (as the patient)	262
Provided feedback as someone close to the patient	304
Patient was a member of Ambulance Subscription Scheme	160
Patient was <u>not</u> a member	93
Had used since January 2022	132
Had used in 2021 (but not in 2022)	331
Patient was transported to Emergency Department	478
Patient was treated at the scene (i.e. home or place of work)	81

Profile of Non-emergency Patient Transport Service	N = 154
Provided feedback on own use (as the patient)	55
Provided feedback as someone close to the patient	99
Patient was a member of Ambulance Subscription Scheme	42
Patient was <u>not</u> a member	12
Had used since January 2022	32
Had used in 2021 (but not in 2022)	62



# EMERGENCY AMBULANCE SERVICE





# USE OF THE EMERGENCY AMBULANCE IN 2021

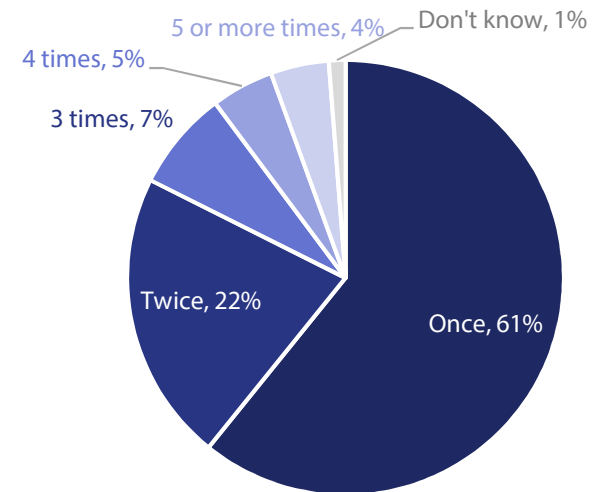
Survey respondents were asked if they were able to provide feedback on their experience of the Emergency Ambulance Service.

- In total 566 people indicated they were able to provide feedback – this included 262 people whose experience was as the patient and 304 people whose feedback was as someone close to the patient.

To understand the extent to which patients use the emergency ambulance multiple times in a year, respondents were asked how many times they (or the patient) had used the Emergency Ambulance Service in 2021.

- 61% of patients who used the Emergency Ambulance Service in 2021 had used it on only one occasion.
- 39% of patients who used the Emergency Ambulance Service in 2021 had used it more than once. This includes 22% who had used it twice, 7% who had used it three times and 9% who had used it four or more times.

How many times did you/the patient use the Emergency Ambulance Service in 2021?





# ABOUT THEIR EXPERIENCE

**Service users were asked about their experience of the service (and those who had used the service more than once since January 2021 were asked to recall their last experience).** The views expressed in this section include 23% of respondents who had an experience since January 2022, and 59% respondents who had experienced the service in 2021. The remainder were unable recall the timing.\*

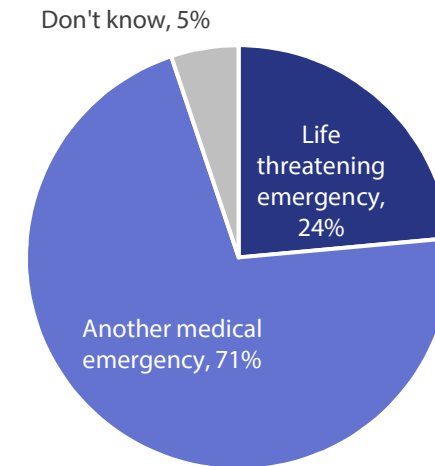
## **Service users of the Emergency Ambulance Service were asked: “What type of emergency situation was it?”**

Almost a quarter experienced a life-threatening emergency when they last used the Emergency Ambulance Service. 71% had another medical emergency, and 5% didn't know.

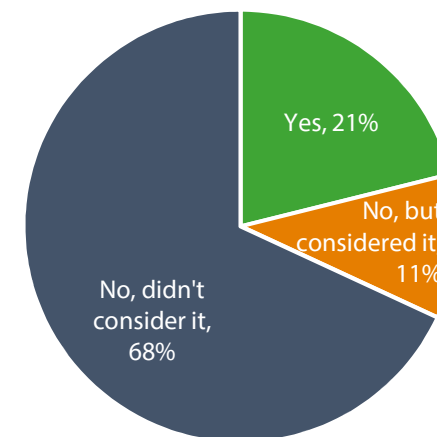
## **The 71% of service users who did not experience a life-threatening emergency were asked if they (or the person calling on their behalf) had contacted the patient's GP before calling an ambulance?**

- The majority of service users (68%) did not consider contacting the patient's GP before calling an ambulance.
- 21% did contact the patient's GP first and a further 11% did not contact the GP but had considered it.

## **What type of emergency situation was it?**



## *If was not a life-threatening emergency:* **Did you/the person calling on your behalf contact your/the patient's GP before calling an ambulance?\*\*\***

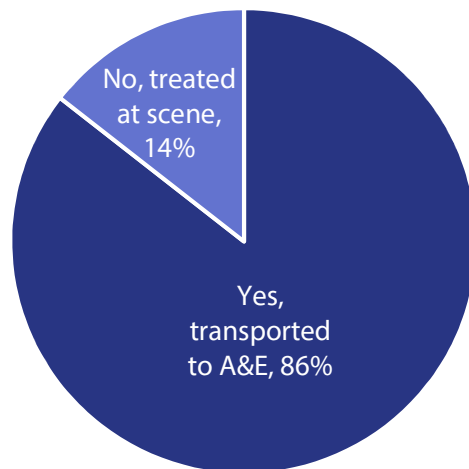


# TRANSPORTED TO THE EMERGENCY DEPARTMENT

**Service users of the Emergency Ambulance Service were asked whether the patient was transported to the Emergency Department at the Princess Elizabeth Hospital.**

- The majority of service users (86%) were transported to the Emergency Department, while 14% were treated and discharged at the scene.

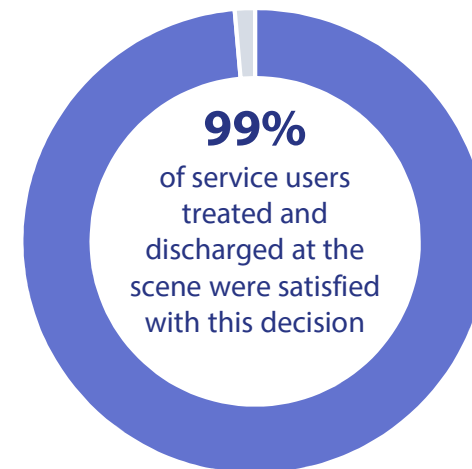
**Were you/the patient transported to the Emergency Department at the Princess Elizabeth Hospital?**



**Service users who were treated at the scene were asked if they were satisfied with this decision.**

- Almost all of those treated and discharged at the scene were satisfied with the decision.

**Were you/the patient satisfied with the decision to be treated and discharged at the scene?\***





# HOW USERS RATE THEIR EXPERIENCE

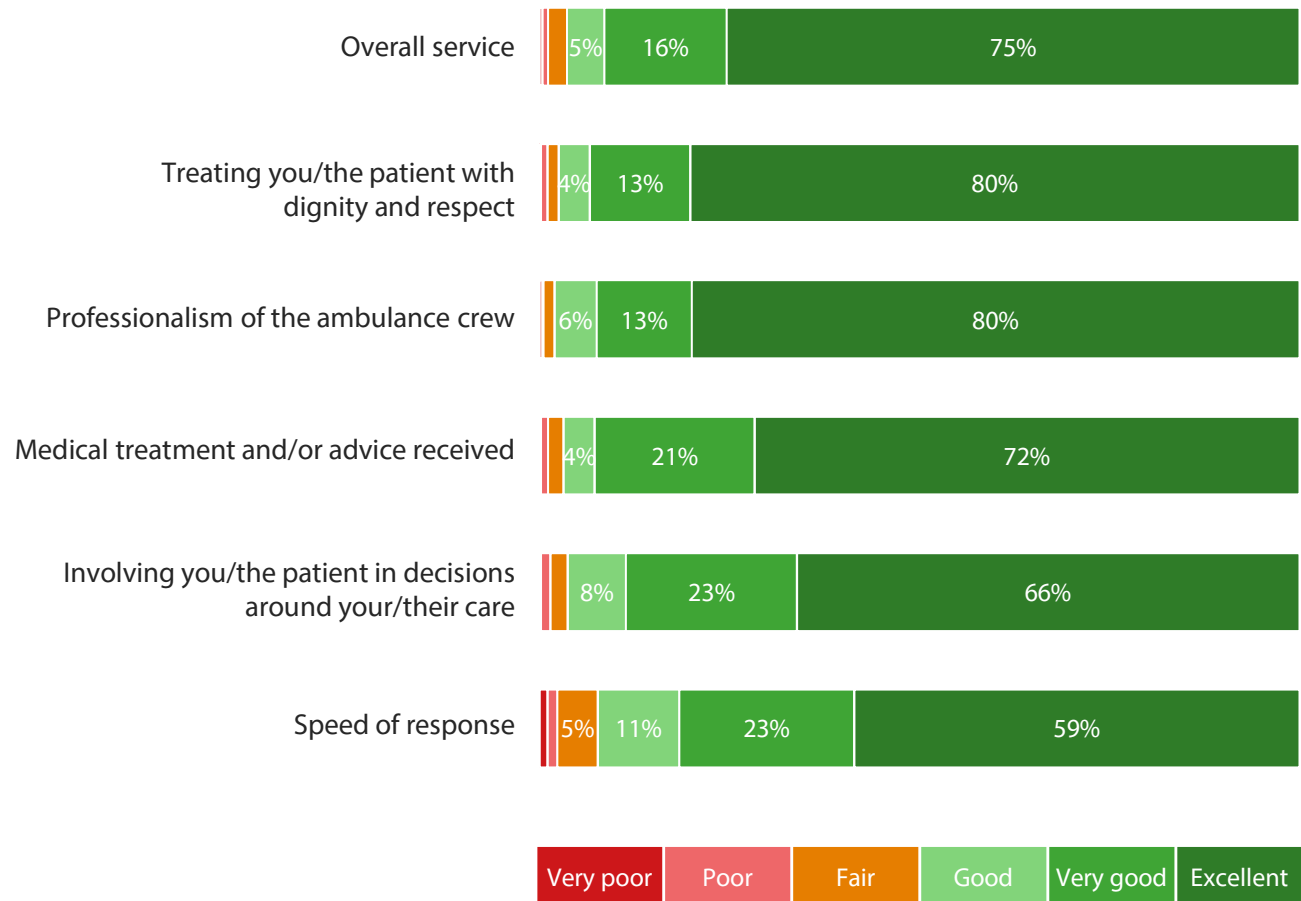
**Respondents who had used the Emergency Ambulance Service were asked to rate their experience.**

75% rated the overall service of the Emergency Ambulance Service as excellent, and a further 16% said it was very good.

The highest rated aspects were:

- Treating you/the patient with dignity and/or respect (80% of service users rated as excellent)
- Professionalism of the ambulance crew (80% of service users rated as excellent)
- Speed of response was the lowest rated aspect, though there were 59% who reported this as excellent and a further 23% said it was very good.

**How would you rate your/the patient's experience of the Emergency Ambulance Service on the following aspects?\***



\* Excludes don't know

# FEEDBACK FROM MEMBERS VS NON-MEMBERS

The results below show the feedback from patients who were members of the Ambulance Subscription Scheme that tended to be more positive than for patients who were not a member of the Ambulance Subscription Scheme at the time they last used the service.

Please note responses from those who were reporting on behalf of someone close to them were excluded here since the member status of the patient is not known.

No other notable differences were identified in the sub-group analysis. The sub-groups considered were: feedback from patient vs feedback from someone close to the patient; responses from 2021 vs responses from 2022; transported to the Emergency Department vs treated and discharged at the scene.

Aspect	Patients who were a member of the Ambulance Subscription Scheme	Patients who were <u>not</u> a member of the Ambulance Subscription Scheme
Overall service		
Treating you/the patient with dignity and respect		
Professionalism of the ambulance crew		
Medical treatment and/or advice received		
Involving you/the patient in decisions around your/their care		
Speed of response		



# COMMENTS ABOUT EMERGENCY AMBULANCE SERVICE

**Respondents were asked if they had any comments about their/the patient's experience of using the Emergency Ambulance Service that they would like to share with the St John Emergency Ambulance Service.**

The majority of comments were positive or very positive, typically saying the service was excellent and they were very satisfied with the care. A handful highlighted areas for improvement which tended to refer to how the patient was treated. Very few people mentioned the cost of accessing the service, but it was a theme identified in the more general comments and is covered in the comments at the end of this report.

## Positive feedback

*"The crew, Nicky and Tim were so lovely. They put me at ease immediately and looked after me extremely well"*

*"The ambulance came very quickly and the crew were excellent"*

*"Very attentive, checked what happened, very gentle when checking injury. Offered advice should injury worsen. Very pleased with response and care."*

*"Very caring medical people. They make you feel safe, especially when you feel frightened. Fantastic kindness showed. Thank-you."*

*"They were outstanding from the moment they arrived until they left in A&E. I could not rate them any higher "*

*"A totally professional service given with a very caring human touch. Amazing people. Well done everyone within the service."*

*"A first class service and we are very lucky here in the Bailiwick of Guernsey to have such a wonderful service at all times. Thank you."*

*"Just keep up the fantastic work, I do think the states should support more with financial assistance."*

*"Ambulance crew were kind and considerate to my father who has dementia. The whole experience was very well managed."*

*"The care and comfort they provided to myself and my husband was outstanding"*

*"The team were incredibly caring and professional, concerned for the patient's well being as well as mine - thank you so much for your help in a difficult situation."*

## Areas for improvement

*"My wife was called after the ambulance and managed to drive whilst stuck behind a bus and arrive before the ambulance. Accident was in Kings Mills and we live on the Ville Au Roi. Ambulance crew did not really understand how to deal with my injuries and one of the splints used to put on my arms was broken."*

*"Need to be better trained in dealing with mental health crises, the staff dealt with me too impatiently and almost aggressively and caused me to suffer a panic attack on top of my crisis."*

*"Attendees did not consider the mental state of the patient - they took all of the information that she gave them as correct but she has dementia and was completely wrong with the details she gave them. Even though her husband and daughter were at the scene they dismissed their input."*

# NON-EMERGENCY PATIENT TRANSPORT SERVICE





# USE OF THE NON-EMERGENCY PATIENT TRANSPORT SERVICE IN 2021

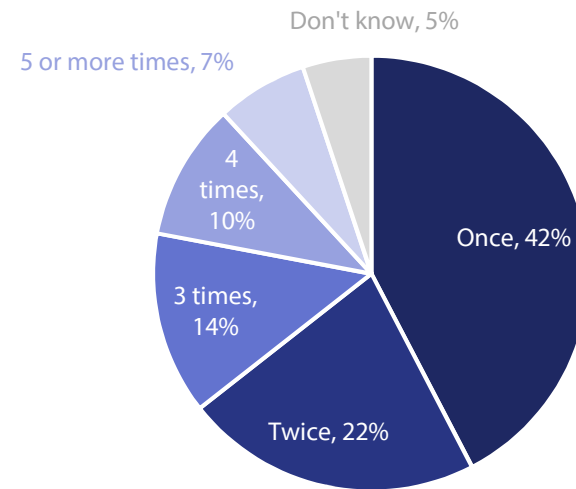
Survey respondents were asked if they were able to provide feedback on their experience of the Non-emergency Patient Transport Service.

- In total 154 people indicated they were able to provide feedback – this included 55 people who were reporting on their own experience and 99 who were providing feedback as someone close to the patient.

To understand the extent to which residents use the Non-emergency Patient Transport Service multiple times in a year, respondents were asked how many times they (or the patient) had used the Non-emergency Patient Transport Service in 2021.

- 42% of patients who used the Non-emergency Patient Transport Service in 2021 had used it on only one occasion, while 22% had used it twice, 14% had used it 3 times and 17% had used it 4 or more times.

How many times did you/they use the Non-emergency Patient Transport Service in 2021?





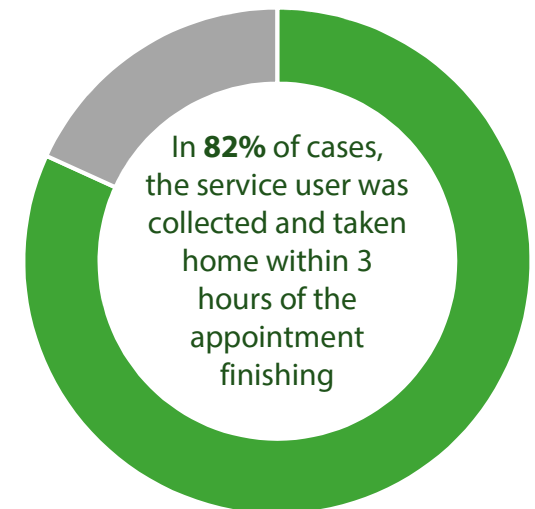
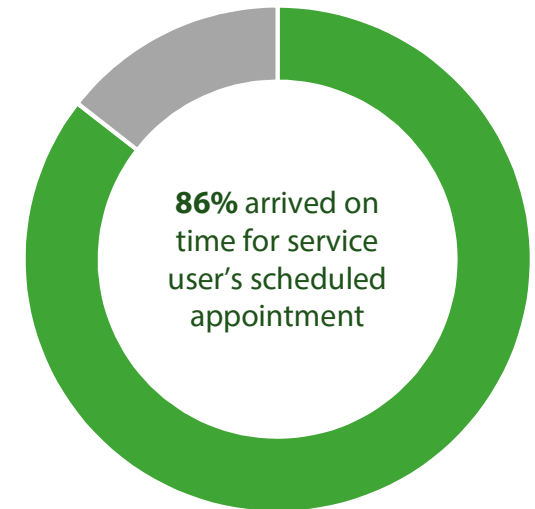
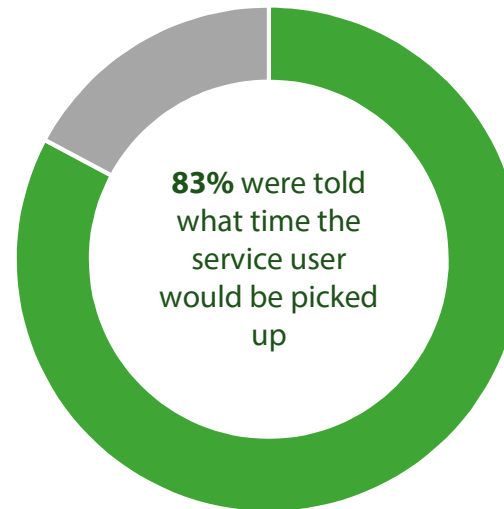
# FEEDBACK ON A RECENT EXPERIENCE

Respondents were asked several questions about their experience of the Non-emergency Patient Transport Service (and those who had used the service more than once since January 2021 were asked to recall their last experience). The views expressed in this section include 21% respondents who had an experience since January 2022, 42% who had experienced the service in 2021 and 37% who could not recall the timing of the last experience.\*

Respondents were asked:

- “Were you/the service user told what time you/they would be picked up?”
- “Did you/the service user arrive in time for your/their scheduled appointment?”
- “Did the ambulance crew escort you/the service user to the reception desk and ensure staff were aware you/they had arrived for your/their appointment?”
- “After your/their appointment, were you/the service user collected and taken home within 3 hours?”

*Please note, results are reported after “don’t knows” have been excluded. There were a lot of respondents (around 30-50%) who answered don’t know – both among those who answered for themselves and among those who answered for someone close to them.*



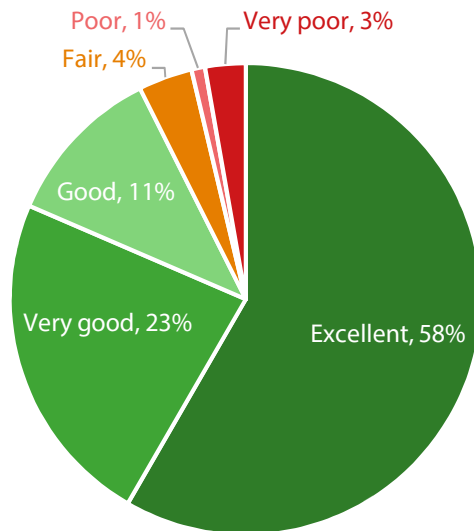
# HOW USERS RATE THEIR EXPERIENCE

**Service users were asked to rate the service they received the last time they used the Non-emergency Patient Transport Service:**

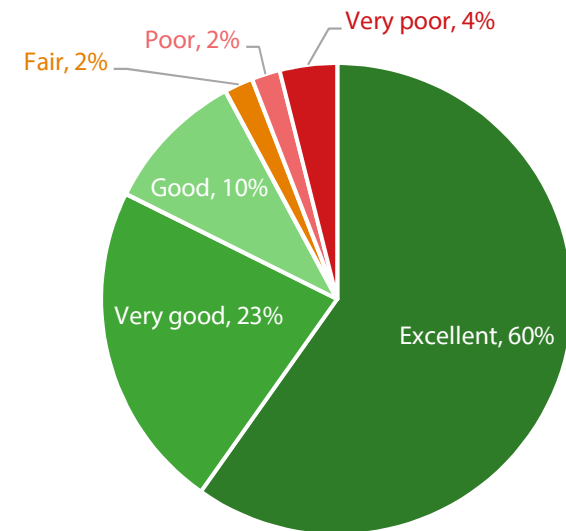
- 58% rated the care and attention provided to the service user as excellent, and a further 23% rated it as very good.
- 60% rated the overall service received as excellent, and a further 23% rated it as very good.

There are no notable differences by subgroup.

**How would you rate the care and attention provided to the service user?\***



**Overall, how would you rate the service received?\***



# COMMENTS ABOUT NON-EMERGENCY PATIENT TRANSPORT SERVICE

**Respondents were able to provide comments about their/the patient's experience of using the Non-emergency Patient Transport Service.**

The majority commented on the friendly and helpful crew and the excellent service received. A few mentioned wait times and the service not always being available when needed.

## Positive feedback

*"A very caring and helpful service. Nicky cannot do enough to ensure that the transfers are stress-free and efficient. She deserves the highest praise for helping people throughout our community."*

*"Very good service and good attitude."*

*"Wonderful service totally."*

*"Nick is excellent in terms of communication and organisation of non-emergency PTS in particular in keeping patients informed of changes to plans."*

*"Excellent all round"*

*"Excellent service very well informed as to when the transport would arrive drivers very smart friendly and efficient "*

*"We are lucky to have such an excellent service."*

*"They are all a fantastic bunch. We could not ask for better."*

*"Crew very friendly and helpful nothing was too much trouble for them"*

*"Gran loved the people who collected her and took her back home, she always told us that she looked forward to this like a day out every week."*

*"They were perfect and friendly"*

## Areas of improvement

*"Not always available when needed."*

*"We tried several times to arrange non emergency transport for appointments but it was never available."*

*"The non-emergency ambulance took so long (longer than 6 hours) that we eventually made alternative arrangements."*



# ADDITIONAL INSIGHTS



# AWARENESS OF SERVICES

Respondents were asked: “Which of the following services offered by St John Ambulance Guernsey are you aware of? Please select all that apply.”

- Almost all survey respondents were aware of at least one service offered by St John Ambulance Guernsey and awareness of all services is high, particularly with the Emergency Ambulance Service and First Aid training.
- Service users and subscription scheme members were significantly more aware of the shop for healthcare supplies and the Non-emergency Patient Transport Service than non-members and non-users.

Which of the following services offered by St John Ambulance Guernsey are you aware of?	All	Service users*	Member of the Ambulance Subscription Scheme	Did not use the service and are not a member of the Ambulance Subscription Scheme
Emergency Ambulance Service	99%	99%	99%	97%
First Aid training	84%	81%	83%	85%
Marine Ambulance (Flying Christine III)	83%	85%	84%	78%
First Aid at events	81%	78%	80%	82%
Shop for healthcare supplies	78%	81%	81%	70%
Public access defibrillators	78%	77%	78%	75%
Non-emergency Patient Transport Service	73%	78%	76%	66%
Youth programmes (Badgers & Cadets)	58%	59%	59%	56%
Community First Responders	58%	60%	60%	56%
None of the above	<1%	<1%	<1%	1%

# AWARENESS OF THE SUBSCRIPTION SCHEME

**Respondents were given details about the Ambulance Subscription Scheme and asked: “Before reading this, were you aware of the Ambulance Subscription Scheme for Guernsey Residents?”**

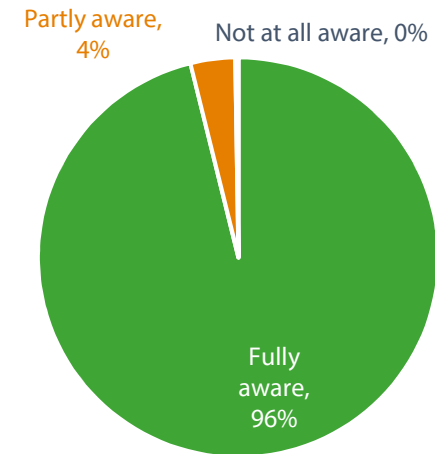
1245 respondents were members of the Ambulance Subscription Scheme. However, the survey was also completed by 637 respondents who were non-members.

Members of the Ambulance Subscription Scheme were significantly more aware of the Scheme than non-members (96% v 76% fully aware).

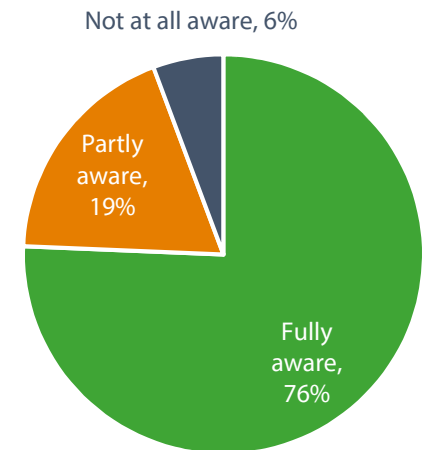
Just 6% of non-members were not at all aware of the Ambulance Subscription Scheme and 19% were partly aware.

**Before reading this, were you aware of the Ambulance Subscription Scheme?**

**Were a member in 2021 and/or 2022**



**Were not a member in 2021 or 2022**





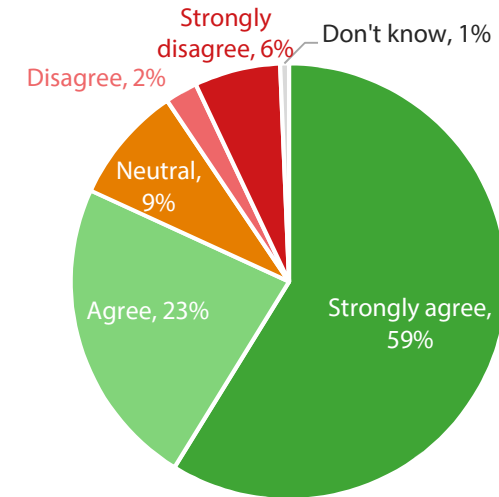
# VALUE FOR MONEY

Respondents were asked: “Do you agree or disagree with: “The Ambulance Subscription Scheme is good value for money?””

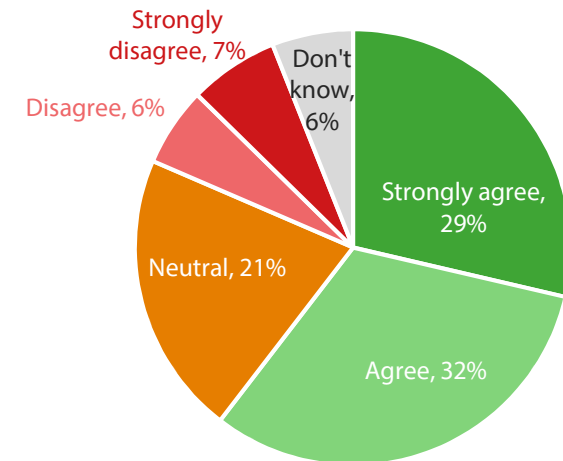
- 59% of members of the Ambulance Subscription Scheme strongly agree that it is good value for money. A further 23% agree.
- The majority of non-members agree that the Ambulance Subscription Scheme is good value for money including 29% who strongly agree and 32% who agree.
- However, non-members have less strong opinions than members with 27% of non-members responding neutral or don't know.

“The Ambulance Subscription Scheme is good value for money”

Were a member in 2021 and/or 2022



Were not a member in 2021 or 2022

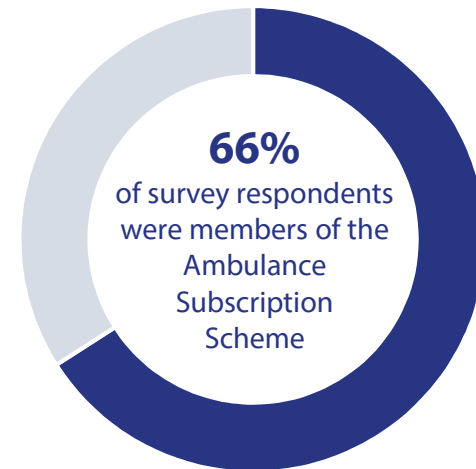


# PROFILE OF MEMBERS VS NON-MEMBERS

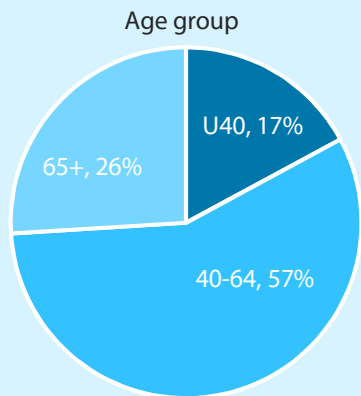
As mentioned earlier 1245 respondents were members of the Ambulance Subscription Scheme in 2021 and/or 2022, and the remaining 637 were not a member of the scheme in either year.

Members were:

- More likely to be over the age of 65
- Less likely to have any health insurance, and also less likely to have health insurance which covers the use of the Emergency Ambulance Service



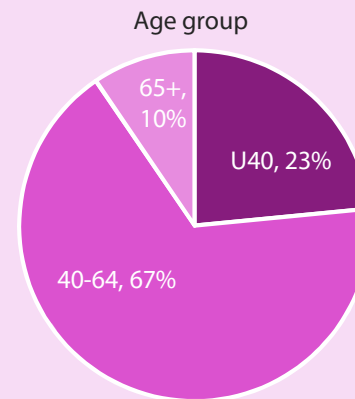
## Profile of those who were members in 2021 and/or 2022



### 41% have health insurance including:

- **49%** who have insurance that covers use of the Emergency Ambulance Service
- **9%** who have insurance that covers use of the Non-emergency Patient Transport Service

## Profile of those who were not a member in 2021 or 2022



### 60% have health insurance including:

- **71%** who have insurance that covers use of the Emergency Ambulance Service
- **12%** who have insurance that covers use of the Non-emergency Patient Transport Service

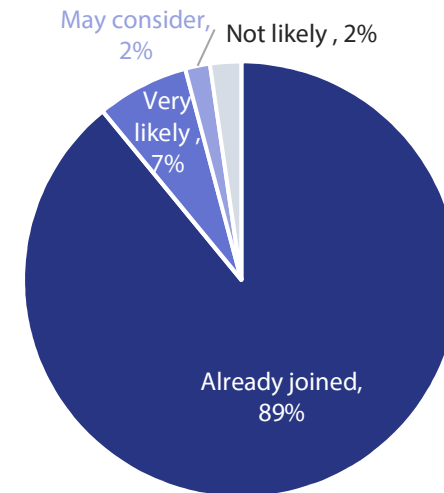
# JOINING THE SCHEME IN 2022

## All respondents were asked if they were likely to become a member of the Ambulance Subscription Scheme in 2022.

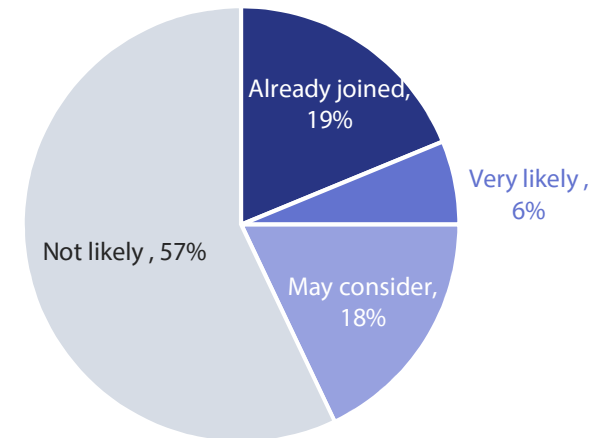
- Renewal rates were very high: 89% of respondents who were members in 2021 indicated they have already joined for 2022.
- A further 7% said they were very likely to join, and 2% may consider joining. Just 2% of members in 2021 said they were not likely to join the scheme in 2022.
- Among those who were not a member in 2021, 19% said they had already joined for 2022. A further 6% indicated they were very likely to join and 18% may consider joining. The remaining 57% said they were not likely to join.

## Are you likely to join the Ambulance Subscription Scheme in 2022?

### Were a member in 2021



### Not a member in 2021





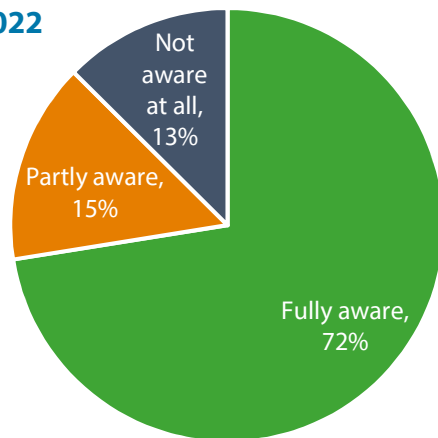
# JOINING ONLINE

**Respondents were given information about joining the Ambulance Subscription Scheme online and then asked: “Before reading this were you aware that the Ambulance Subscription Scheme was available to join online?”**

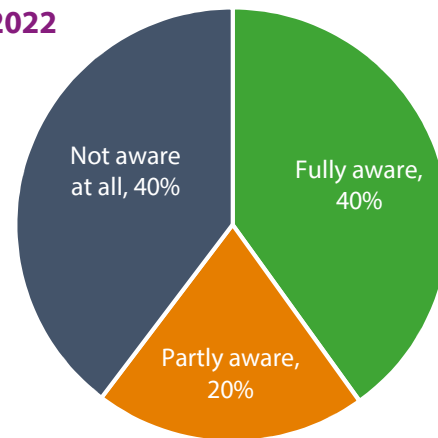
- 72% of those who joined the Ambulance Subscription Scheme in 2022 were fully aware that it was available to join online, and a further 15% were partly aware.
- There was also reasonable awareness among non-members, with 40% of those who have not joined the scheme for 2022 reporting they were very aware and a further 20% said they were partly aware.

**Were you aware that the Ambulance Subscription Scheme was available to join online?**

**Are a member in 2022**



**Not a member in 2022**

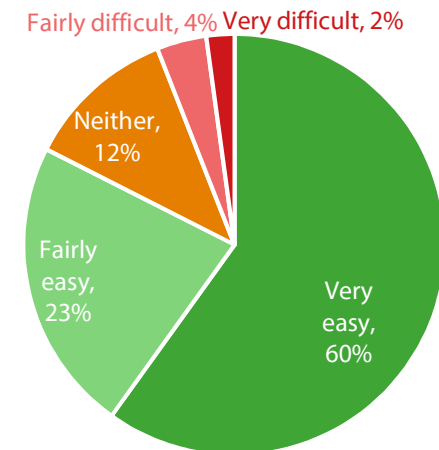


**Respondents who had joined the Ambulance Subscription Scheme in 2022 were asked: “How easy or difficult did you find it to complete the online form?”**

60% of respondents who joined in 2022 said they found it very easy to complete the online form and a further 23% said it was fairly easy. Just 6% said it was difficult to complete the online form.

**How easy or difficult did you find it to complete the online form?\***

**Of those who joined online in 2022**



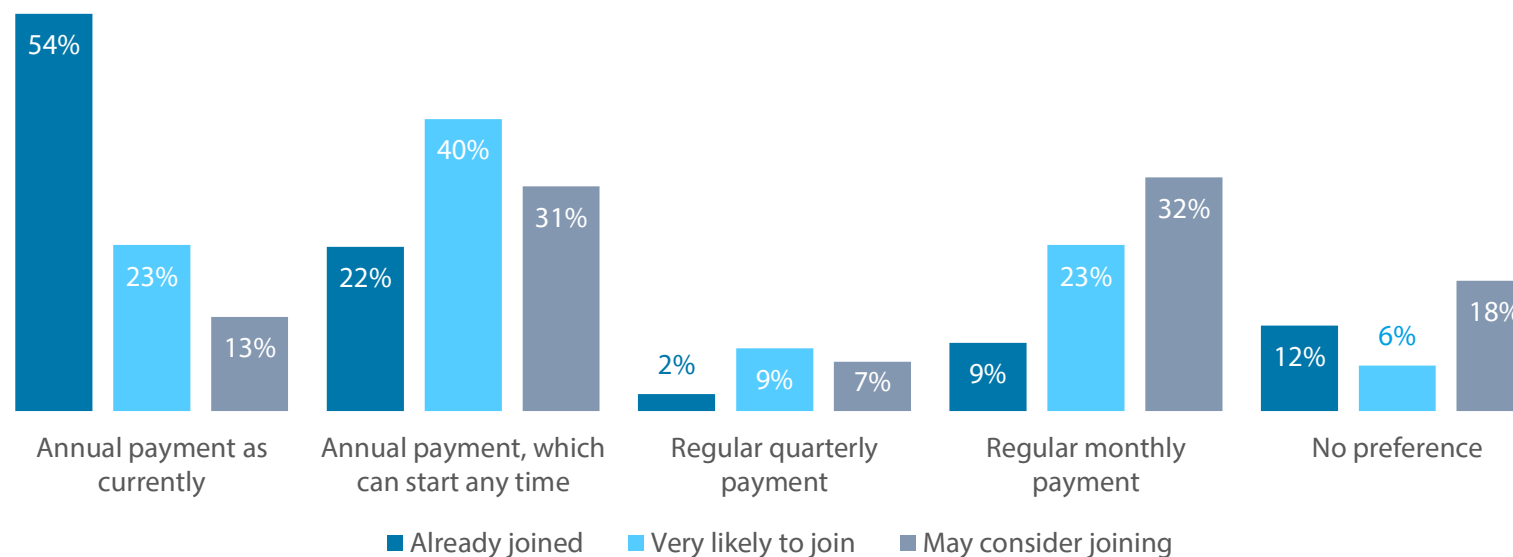
\* Excluding don't know/not applicable

# PAYMENT OPTIONS

**Respondents who joined the Ambulance Subscription Scheme in 2022 or said they were likely to join it in 2022 were asked to indicate their preference over a range of payment options. They could select one of the options asked about**

- Over half (54%) of members who already joined in 2022 said they prefer the current annual payment option, 22% said they would prefer an annual payment which can start at any time. 12% had no preference and 11% would prefer to pay in instalments.
- 40% of respondents who indicated they would be very likely to join the Scheme but were not yet a member said they would prefer an annual payment which can start at anytime, runs for a 12 month period, and then renewed annually. There were also 23% of respondents who would prefer a regularly monthly payment, and 23% who prefer the annual payment as currently.
- 32% who said they may consider joining in 2022 would prefer a regular monthly payment, and 31% said they would prefer an annual payment which can start at anytime.

**Please indicate your preferences over these payment options?\***



# COMMENTS: AMBULANCE SUBSCRIPTION SCHEME

## Respondents were asked: "Do you have any other feedback you would like us to share with the St John Emergency Ambulance Service?"

Many of the comments related to the Ambulance Subscription Scheme, and on this the key themes were:

- Subscription is too expensive for some to afford
- Disappointment at the removal of the family plan option for the Subscription Scheme
- Had not received a reminder to renew their subscription
- Some have experienced issues trying to join online
- Monthly subscription option
- More funding for St John via States and taxes

*"Would be good for information on the scheme to be more readily available and more marketing done to attract new users"*

*"I appreciate costs increase year on year , however the huge increase in membership this year resulted in me not renewing. I was fine paying £35-40 per year , now it's over £50 I noticed the hike more. If it was a monthly fee I would've subscribed straight away. I've purchased for 20 years and thankfully never used but the cost was off putting this year"*

*"Annual Direct Debit would be helpful"*

*"I would like an email to remind me when my membership runs out."*

*"If annual renewal was not at Christmas time ,as money is tight at that time of year"*

*"Would be helpful if automated reminder emails were sent 60 and 30 days before expiry and online renewal could be far easier than currently."*

*"Overall the service is excellent only disappointment is that the family subscription is no longer available and under 18s who are still in full time education are not offered reduced costs."*

*"Price for a family has risen way to much "*

*"Monthly subscription please"*

*"I would like to join but do not get on with joining on the internet it always gets so far and won't go any further"*

*"I'd like notification that my annual subscription, which I pay by direct debit, has actually been paid perhaps a reference number "*

*"Would be good for automatic renewal option as wouldn't want to miss paying the subscription and not have cover."*

*"Would like a reminder to pay - was several weeks late paying this year as no notification to pay"*

*"If my health insurance did not already cover me for the ambulance service I would pay the annual subscription."*



# GENERAL COMMENTS

**Respondents were asked:  
“Do you have any other  
feedback you would like us  
to share with the St John  
Emergency Ambulance  
Service?”**

Key themes included:

- Excellent and professional service
- Thank you to everyone at St John
- Cost of subscription is too expensive for some to afford
- Some believe the service should be funded by the States to make it more affordable or free of charge

*“I feel that we in Guernsey are very fortunate to have the St John Emergency Ambulance Service. All the paramedics and other ambulance personnel are highly skilled, kind, friendly and do their very best to put patients and their family members at ease.”*

*“Keep up the good work”*

*“Having nothing but praise for the whole SJA team”*

*“I think that states should cover the cost of emergency ambulances.”*

*“Very impressive service thanks to everyone involved with delivery of this vital service.”*

*“I find the St John Shop service carry a good range of stock and the staff are caring, informative and happy to help.”*

*“First class service at a reasonable price.”*

*“The service in the Island is fantastic and a credit to everyone involved.”*

*“Excellent in care, knowledgeable, respectful and friendly, what more can we ask for?”*

*“I think you guys do a great job and make an amazing contribution to the community, thank you!”*

*“Thank you for providing this vital and lifesaving service.”*

*“Service has always been very fast and very efficient “*

*“A brilliant and effective service which should be strongly supported. Payment of the annual subscription removes the worry if the service is required in an emergency. “*

*“Ambulance personal are amazing, Keeping patient calm, talking through everything, Humorous, caring, They do an absolutely fantastic job, 100 per cent dedicated to the cause “*

*“Great asset to Guernsey and it's residents.”*

*“Excellent First aid training!!”*

*“The St John's service is superb and offers really good value for money.”*

*“So impressed by their professionalism whilst maintaining the human element. Huge thank you.”*

*“I think they provide a fantastic service but believe it should be tax payer funded like the Fire Service and Police as people are reluctant to call as they cannot afford it.”*

*“I think the charge for a Ambulance is outrageous. Most people can't afford it and lot will never call for a Ambulance. The high charge could cost somebody there life.”*

*“Very expensive to subscribe for those on low income.”*

*“Should be free”*

*“The 2022 is too expensive for a family and that is why we did not subscribe to it this year.”*





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