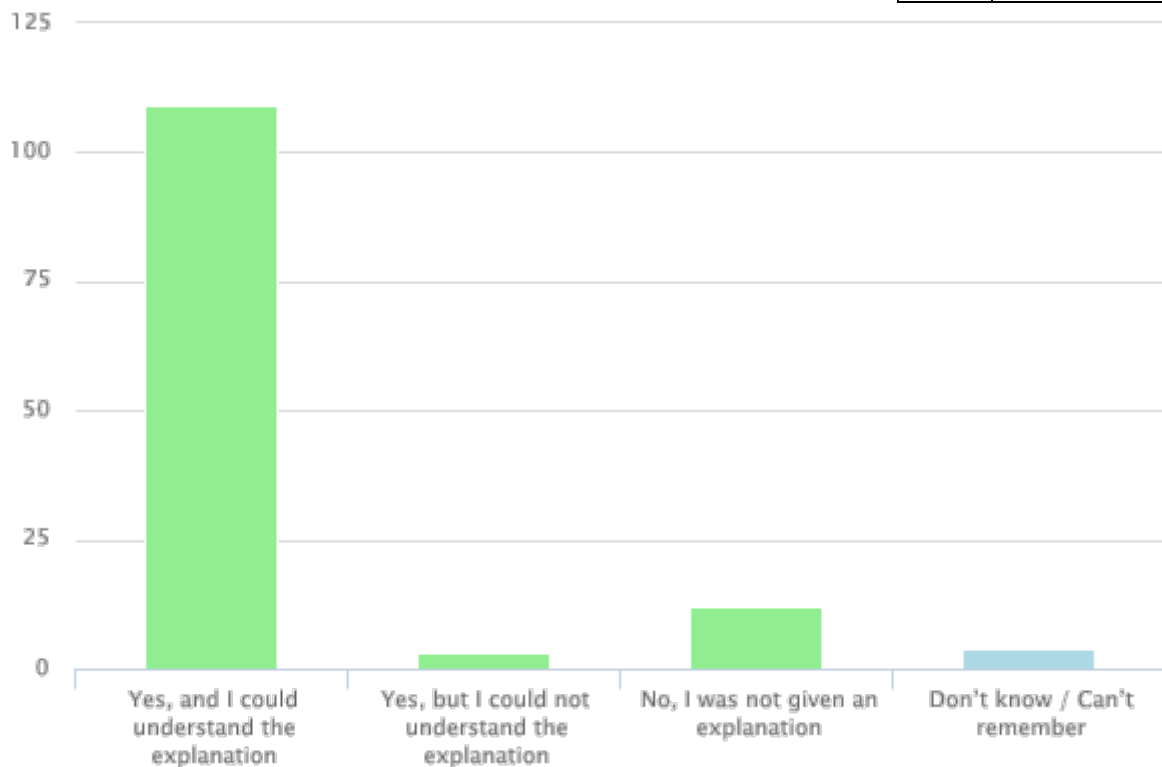


Frequency Table

Survey:	North Cumbria Transfer Survey
Organisation:	North Cumbria University Hospitals NHS Trust
Date Range:	01 Aug 2016 to 26 Sep 2016

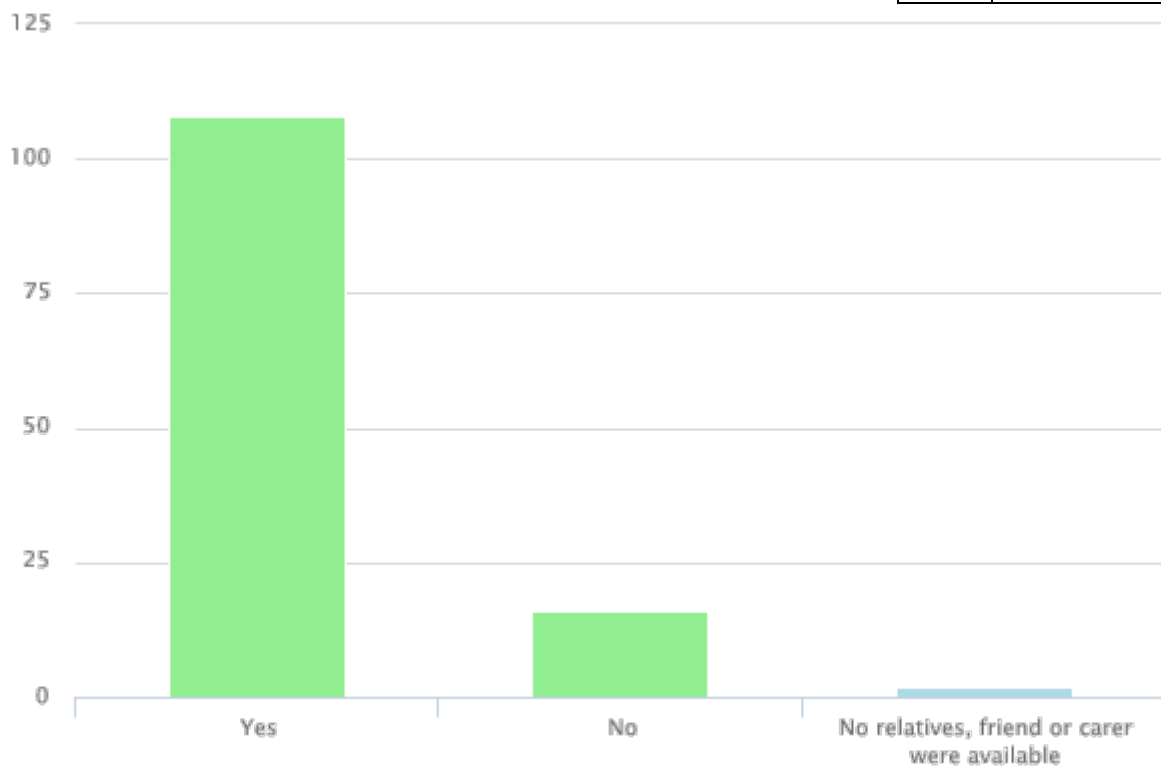
Q1		Were you given an explanation of why you were to be transferred to Cumberland Infirmary?		
No	Text	N	%	Weight
1	Yes, and I could understand the explanation	109	85	1
2	Yes, but I could not understand the explanation	3	2	0.5
3	No, I was not given an explanation	12	9	0
4	Don't know / Can't remember	4	3	0

Score	89%
Base	124



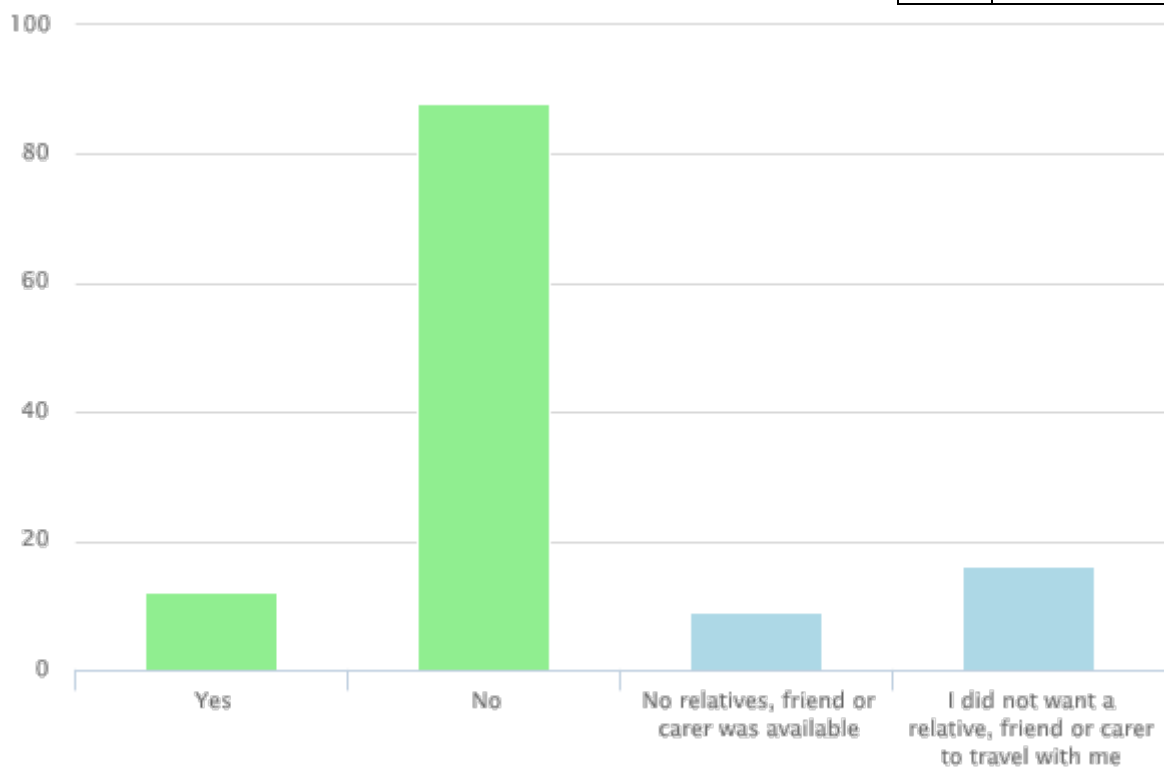
Q2		Was a relative, friend or carer informed that you were to be transferred to Cumberland Infirmary?		
No	Text	N	%	Weight
1	Yes	108	86	1
2	No	16	13	0
3	No relatives, friend or carer were available	2	2	0

Score	87%
Base	124



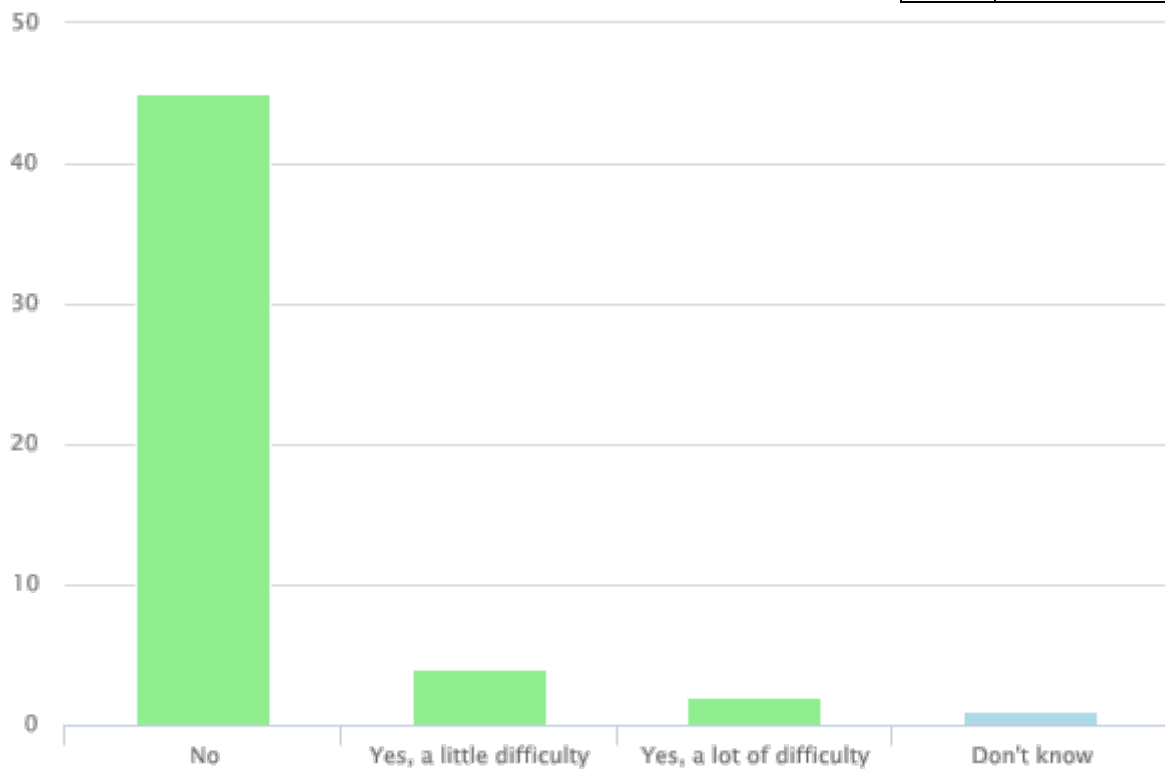
Q3		Was a relative, friend or carer offered the chance to travel with you to Cumberland Infirmary?		
No	Text	N	%	Weight
1	Yes	12	10	1
2	No	88	70	0
3	No relatives, friend or carer was available	9	7	0
4	I did not want a relative, friend or carer to travel with me	16	13	0

Score	12%
Base	100



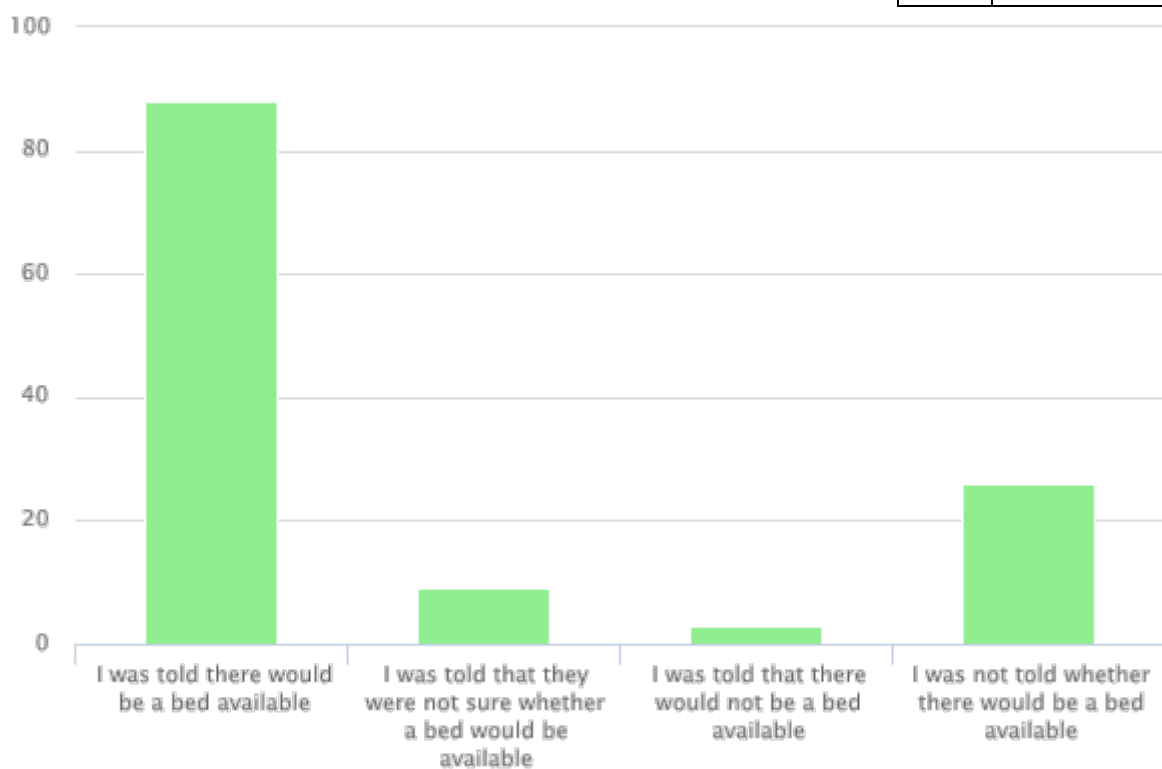
Q4		Did your relative, carer or friend have any difficulty in getting home after you were transferred?		
No	Text	N	%	Weight
1	No	45	87	1
2	Yes, a little difficulty	4	8	0.5
3	Yes, a lot of difficulty	2	4	0
4	Don't know	1	2	0

Score	92%
Base	51



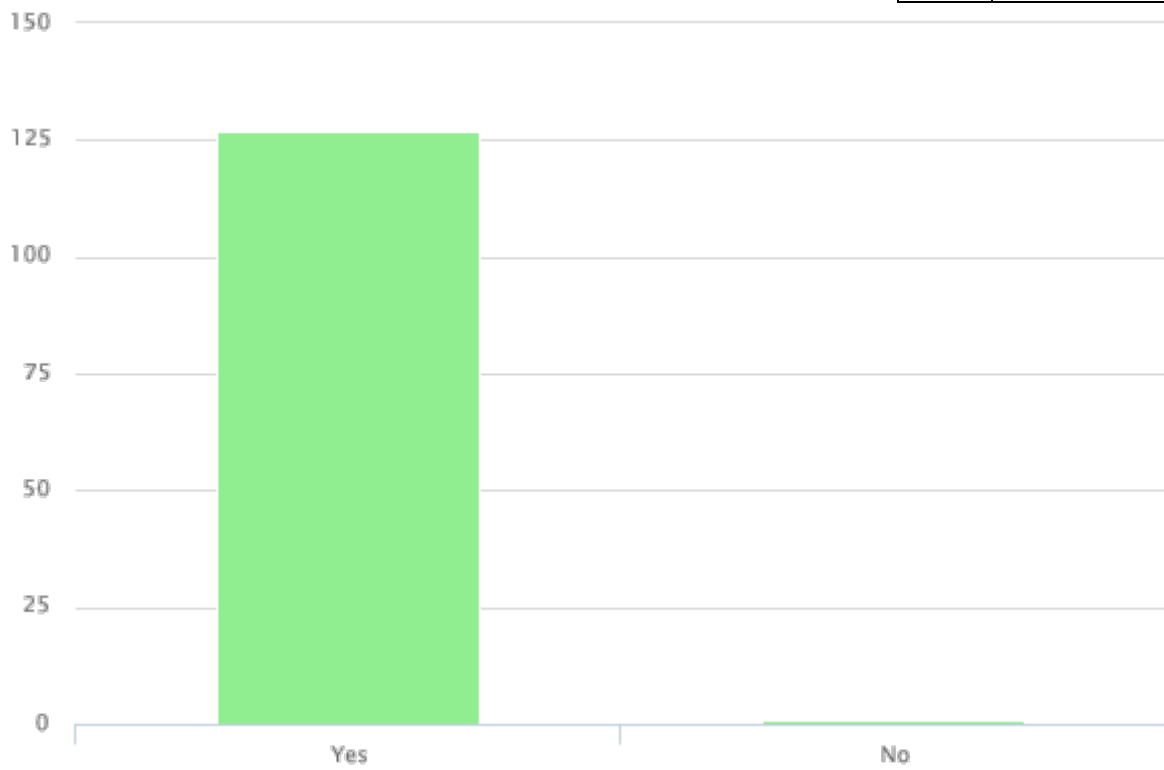
Q5		Before you were transferred, were you told whether there would be a bed available for you when you arrived at Cumberland Infirmary?		
No	Text	N	%	Weight
1	I was told there would be a bed available	88	70	1
2	I was told that they were not sure whether a bed would be available	9	7	1
3	I was told that there would not be a bed available	3	2	1
4	I was not told whether there would be a bed available	26	21	0

Score	79%
Base	126



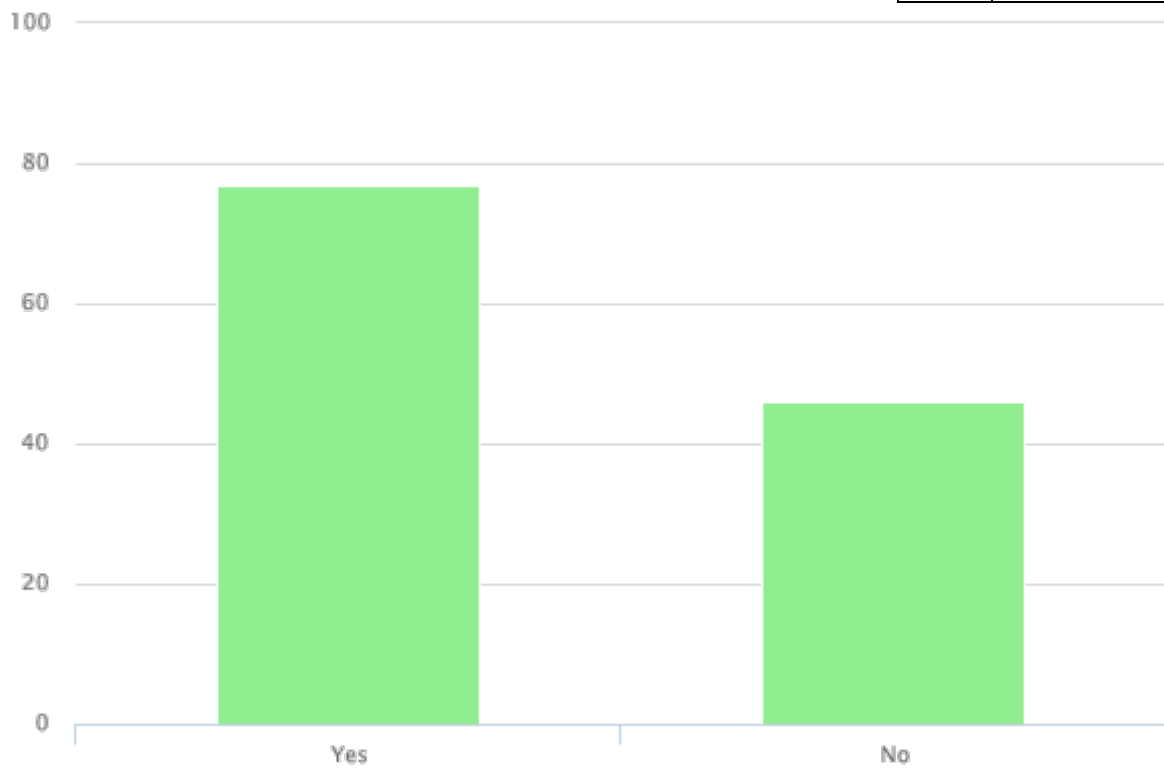
Q6		Were you able to take your personal belongings with you when transferred?		
No	Text	N	%	Weight
1	Yes	127	99	1
2	No	1	1	0

Score	99%
Base	128



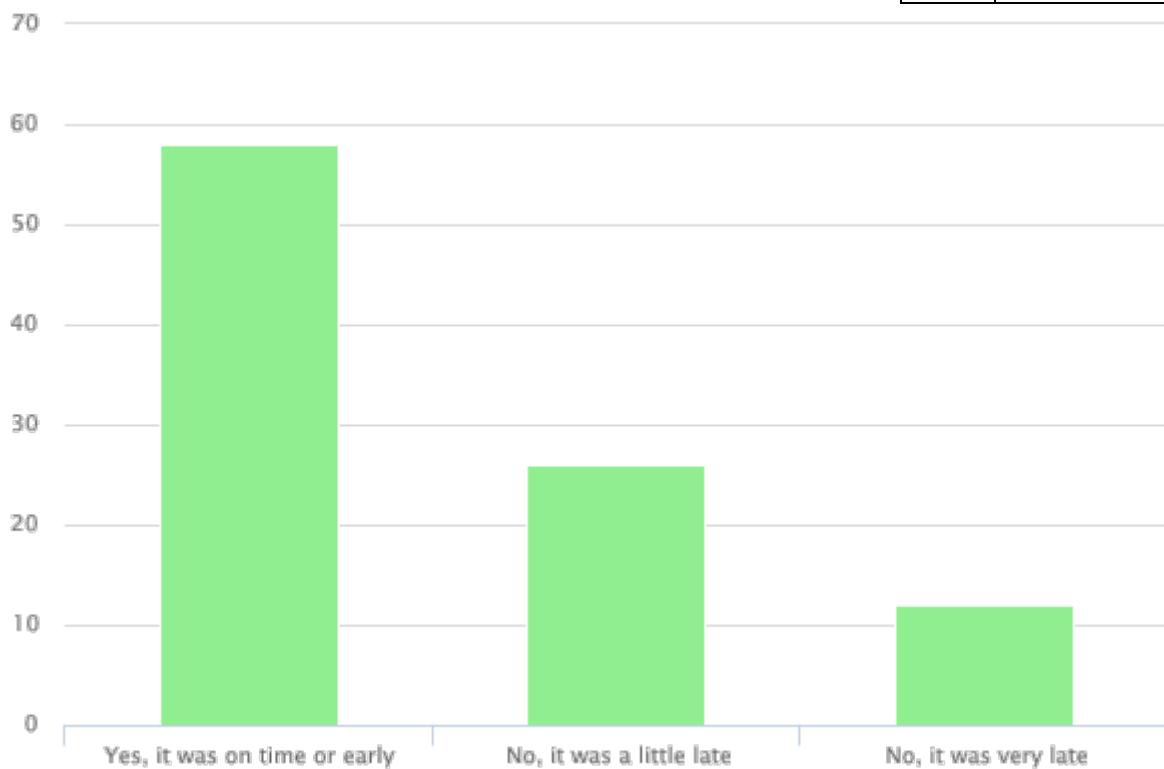
Q7		Were you given any information about how long you may need to wait for the transfer vehicle?		
No	Text	N	%	Weight
1	Yes	77	63	1
2	No	46	37	0

Score	63%
Base	123



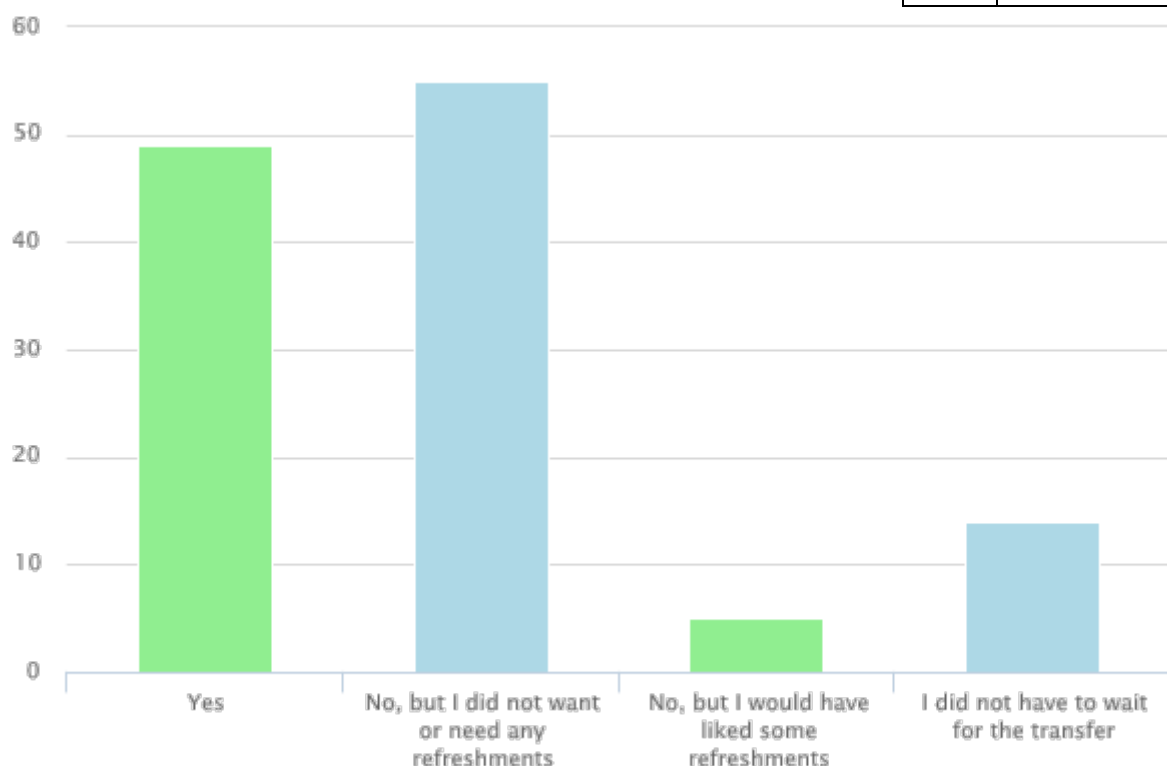
Q8		Did the transfer vehicle arrive on time?		
No	Text	N	%	Weight
1	Yes, it was on time or early	58	60	1
2	No, it was a little late	26	27	0.5
3	No, it was very late	12	13	0

Score	74%
Base	96



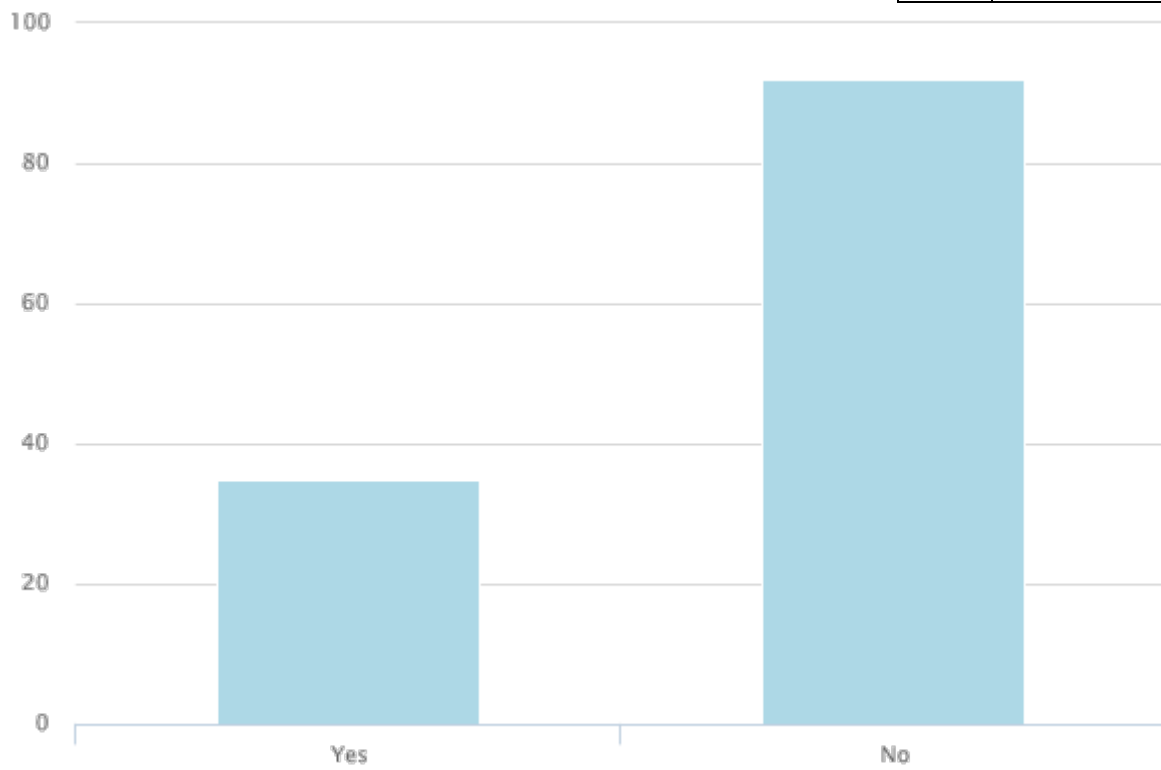
Q9		Were you offered any refreshments while you were waiting for the transfer vehicle?		
No	Text	N	%	Weight
1	Yes	49	40	1
2	No, but I did not want or need any refreshments	55	45	0
3	No, but I would have liked some refreshments	5	4	0
4	I did not have to wait for the transfer	14	11	0

Score	91%
Base	54



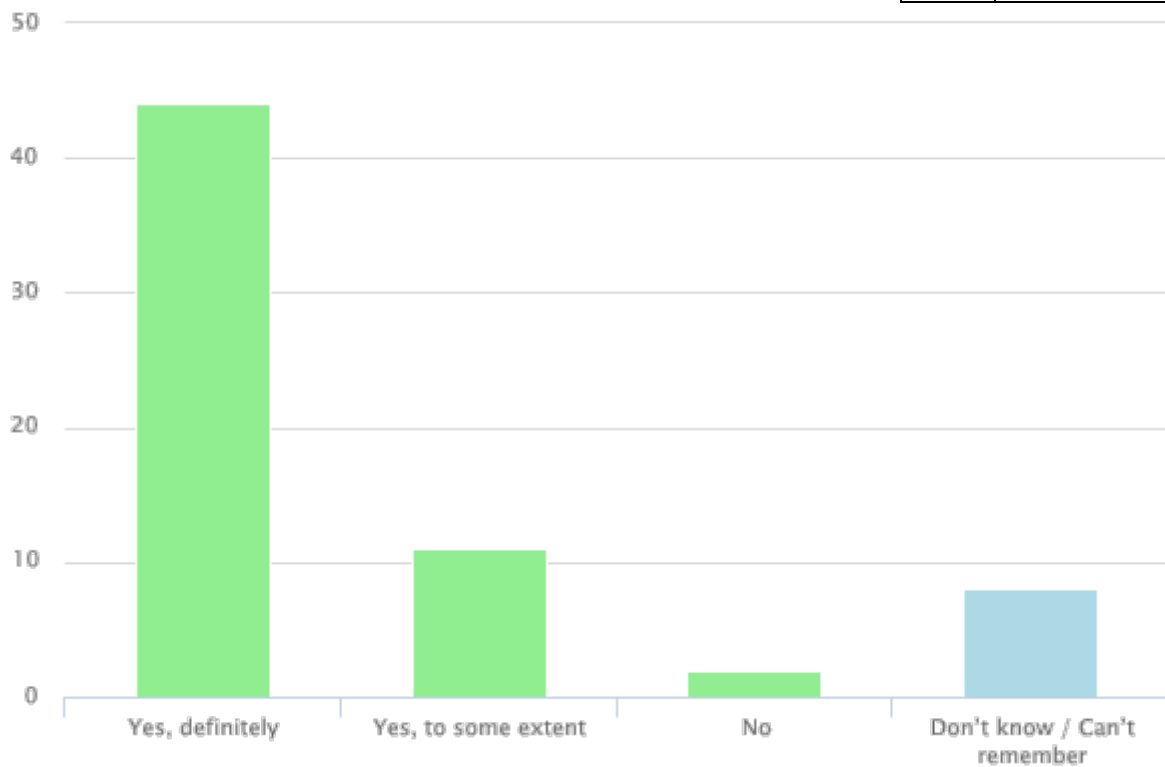
Q10		Did you experience any pain during the journey?		
No	Text	N	%	Weight
1	Yes	35	28	0
2	No	92	72	0

Score	0%
Base	0



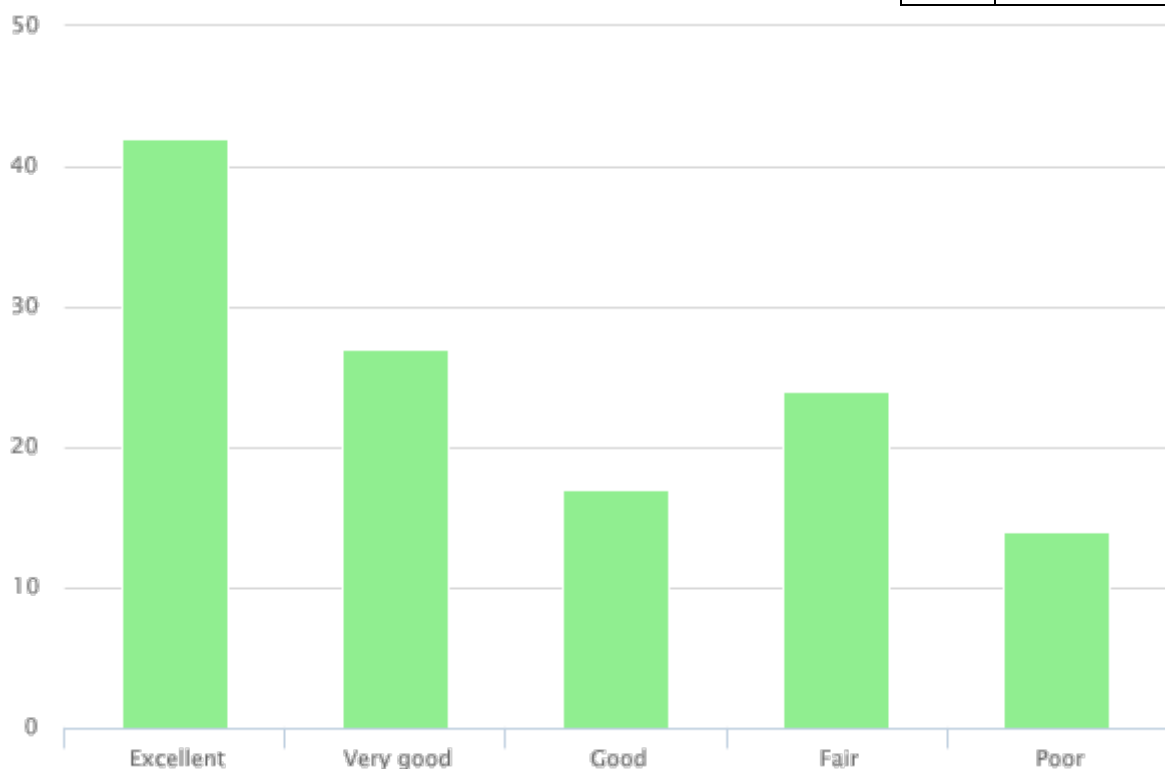
Q11		Did you think the staff did everything they could to control your pain?		
No	Text	N	%	Weight
1	Yes, definitely	44	68	1
2	Yes, to some extent	11	17	0.5
3	No	2	3	0
4	Don't know / Can't remember	8	12	0

Score	87%
Base	57



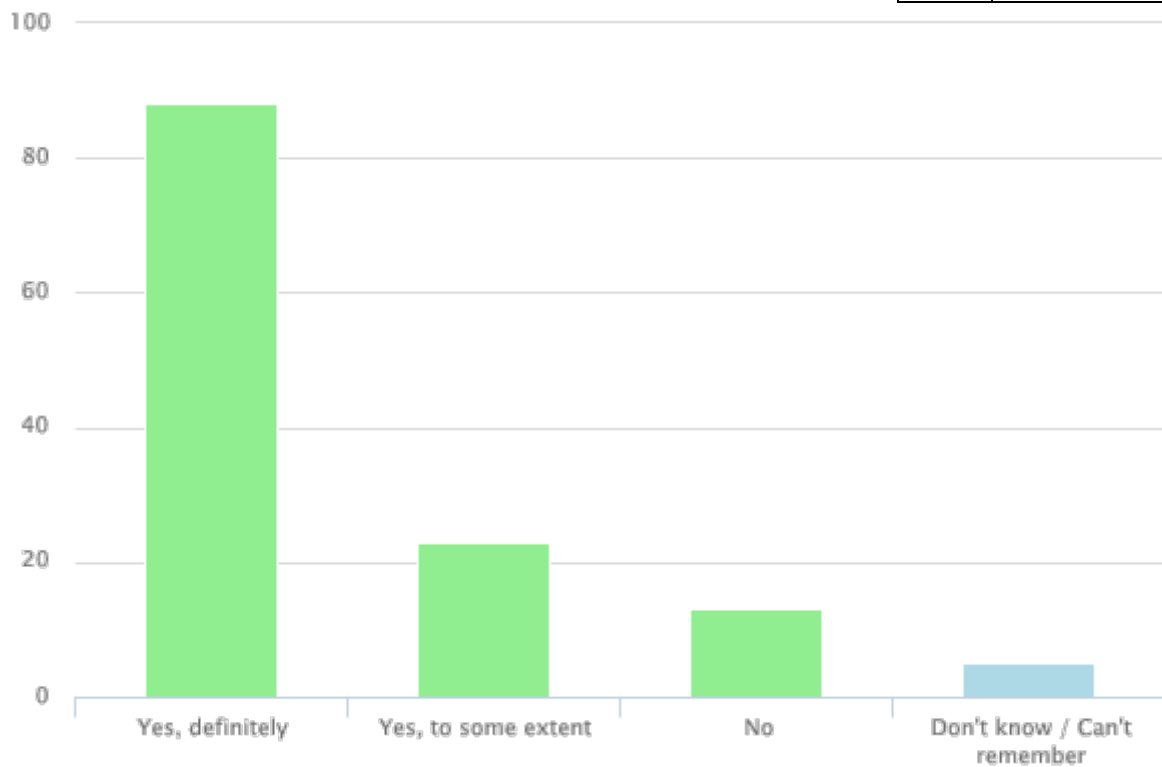
Q12		Overall how would you rate the experience of being transferred to Cumberland Infirmary		
No	Text	N	%	Weight
1	Excellent	42	34	1
2	Very good	27	22	0.75
3	Good	17	14	0.5
4	Fair	24	19	0.25
5	Poor	14	11	0

Score	62%
Base	124



Q13		When you arrived at Cumberland Infirmary, did you feel that staff were ready and prepared for you?		
No	Text	N	%	Weight
1	Yes, definitely	88	68	1
2	Yes, to some extent	23	18	0.5
3	No	13	10	0
4	Don't know / Can't remember	5	4	0

Score	80%
Base	124

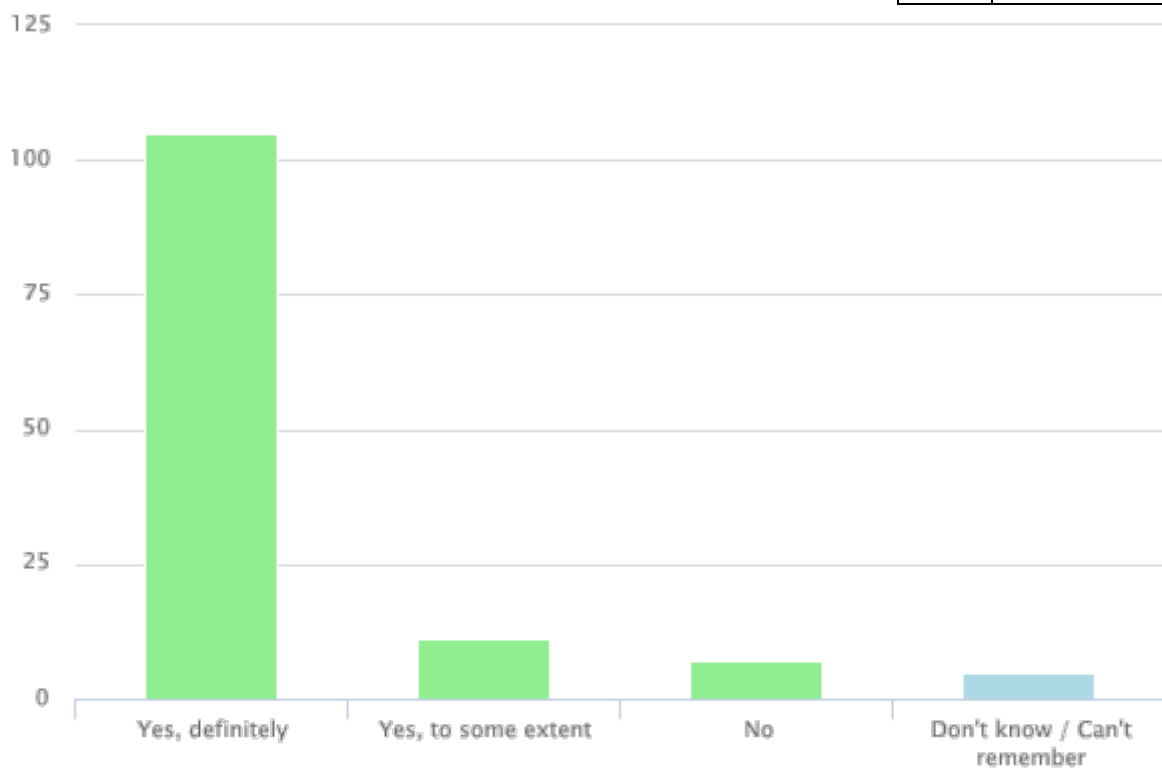


Q14	In what way were the staff at Cumberland Infirmary not ready and prepared for you?
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Seemed an ad-hoc situation, i.e. Reactive.
Just people transferred and there are beds still to be vacated.
Urgent ambulance to WCH A&E from home. A&E WCH to A&E CIC after assessment.
They knew when I would be arriving, but I had to wait about one quarter an hour for bed changing to take place.
Late waiting for a bed.
Bed ready, no sitting around waiting.
Left alone in a cubicle in A&E, no nurse call or buzzer available. Had to shout out for help as unable to walk as had a fractured hip. No pain relief offered or water. No bed on ward available for hours. Daughter arrived and had to ask for help or me- bed pan, pain relief and water.
Bed ready, given something to eat, it was late- about 10pm.
They didn't know exactly what time I was arriving and the bed wasn't quite ready.
Prepared.
I had to wait in the queue with the ambulance crew before I was seen- maybe 15 mins.
There was a short wait for a bed.
The staff weren't expecting me or know I was coming. No bed was available. A&E reception lady was rude and unhelpful. We had to wait for 4 hours in A&E which was a very long time considering I had already been assessed at WCH.
I can't remember, only that the staff were kind and helpful. I was ready to wait while things were made ready. I had one admission late at night, but I remember the kindness rather than any delay involved.
Arrived in A&E at 19:00 and lay on a trolley without the offer of a blanket until 06:00 when I was transported to a medical ward. I should have been on a surgical ward, but due to lack of beds, this was not possible.
My bed was ready for me.
Had gone for a test, was starved and got ready for it, but test never happened. Therefore, I discharged myself. I could not understand why they did not transfer me directly to Freeman who were to treat my condition.
Had to sit in A&E waiting for a bed.
I was left in a waiting hallway where everyone could see me lying on a bed. I was transferred at 2:30AM and finally got put on a ward at 5:30PM.
It was late in the evening.
Was take into A&E and left in room, not knowing what was going on. Nothing to cover me up, door left wide open. Was really cold, when my wife arrived she covered me with her coat as all I had was a hospital gown. Care was very poor at this part of the transfer.
Bed had to be made up after I arrived. I sat in a chair at bedside waiting a short time.
Ward and room not ready.
Put into a single room, offered an unappetising sandwich and drink by a not very friendly staff member. Left to my own devices with no info. on my future.
Don't know.
Awaiting other patient to leave bed then it could be made up for me.
Was really late at night and everyone else was asleep so we were disturbing everyone.
They were very busy.
There was supposed to be a bed for me with a heart monitor above it. However, on arrival there wasn't one available. I had to use ordinary bed with a little mobile monitor attached to me, which sent a signal to the CCU.
The staff at Cumberland were not very nice, I was made to feel as if I should have stayed at WCH where the staff are more caring.
I was put on an emergency surgical ward because they weren't expecting me. The room was filthy with blood on the shower curtain and floor in the bathroom.

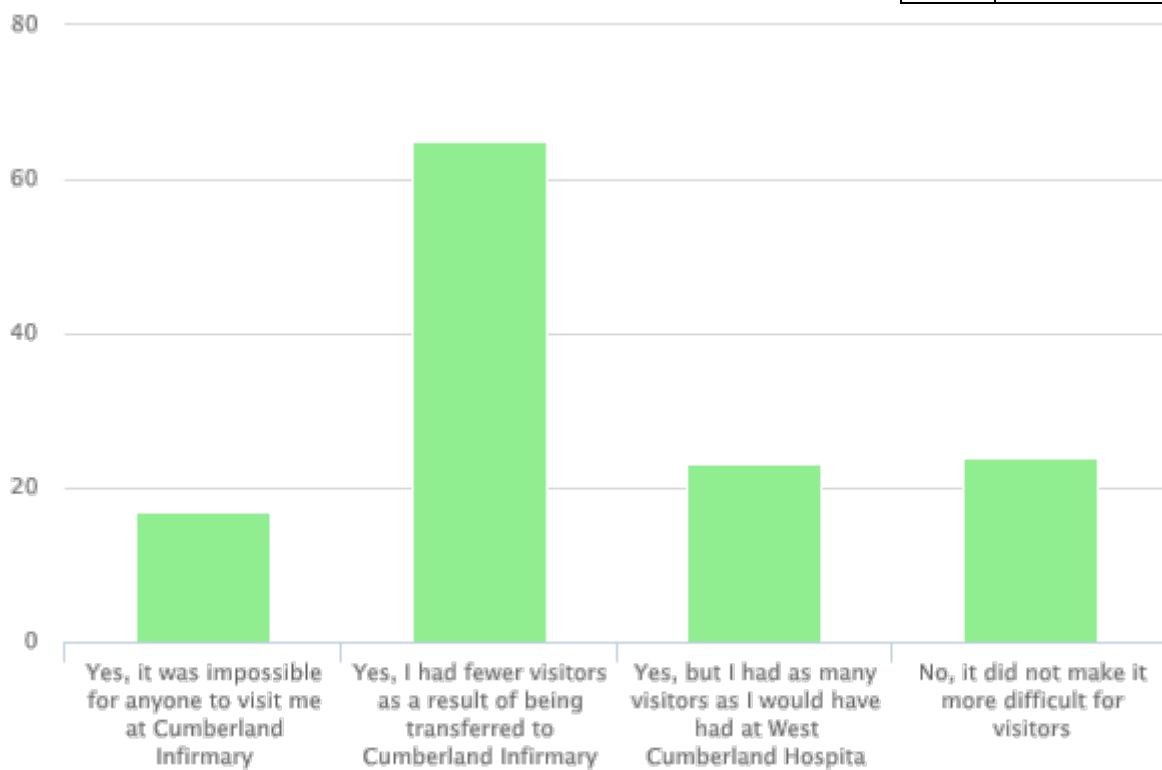
Q15		Do you feel you were treated with courtesy by staff when you arrived at Cumberland Infirmary?		
No	Text	N	%	Weight
1	Yes, definitely	105	82	1
2	Yes, to some extent	11	9	0.5
3	No	7	5	0
4	Don't know / Can't remember	5	4	0

Score	90%
Base	123



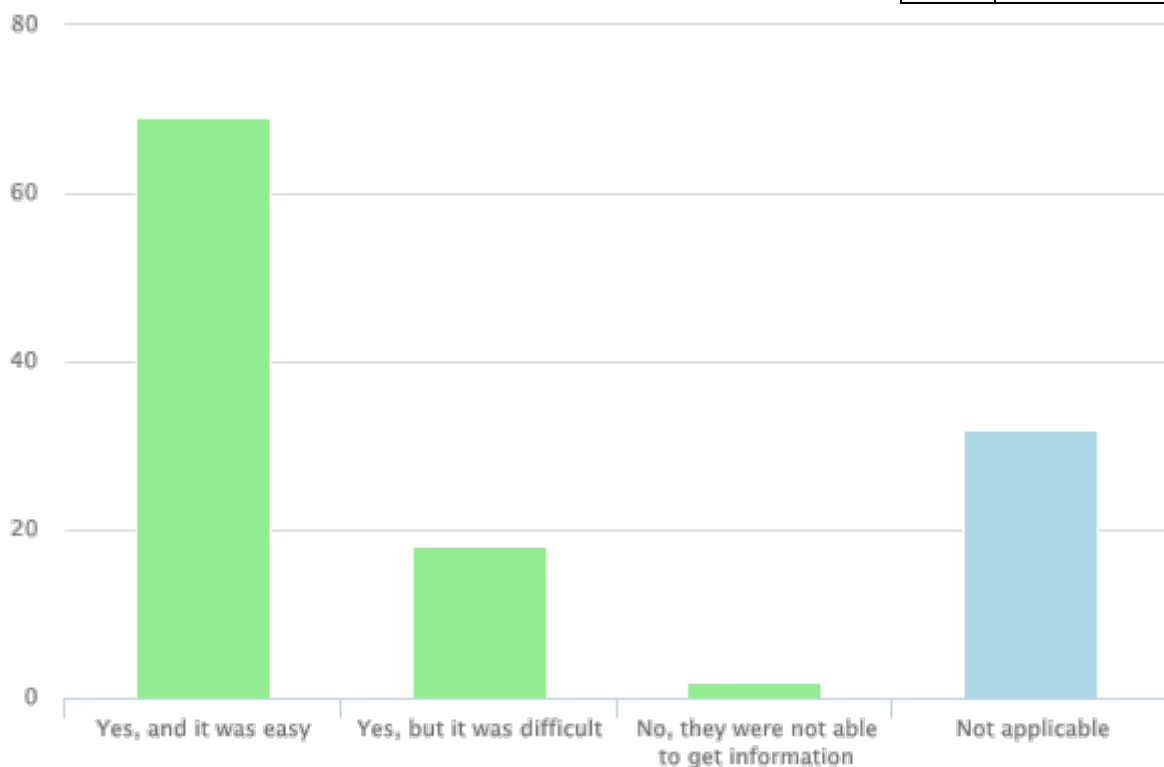
Q16		Did the transfer to Cumberland Infirmary make it difficult for family, friends or carers to visit you?		
No	Text	N	%	Weight
1	Yes, it was impossible for anyone to visit me at Cumberland Infirmary	17	13	0
2	Yes, I had fewer visitors as a result of being transferred to Cumberland Infirmary	65	50	0.33
3	Yes, but I had as many visitors as I would have had at West Cumberland Hospita	23	18	0.67
4	No, it did not make it more difficult for visitors	24	19	1

Score	47%
Base	129



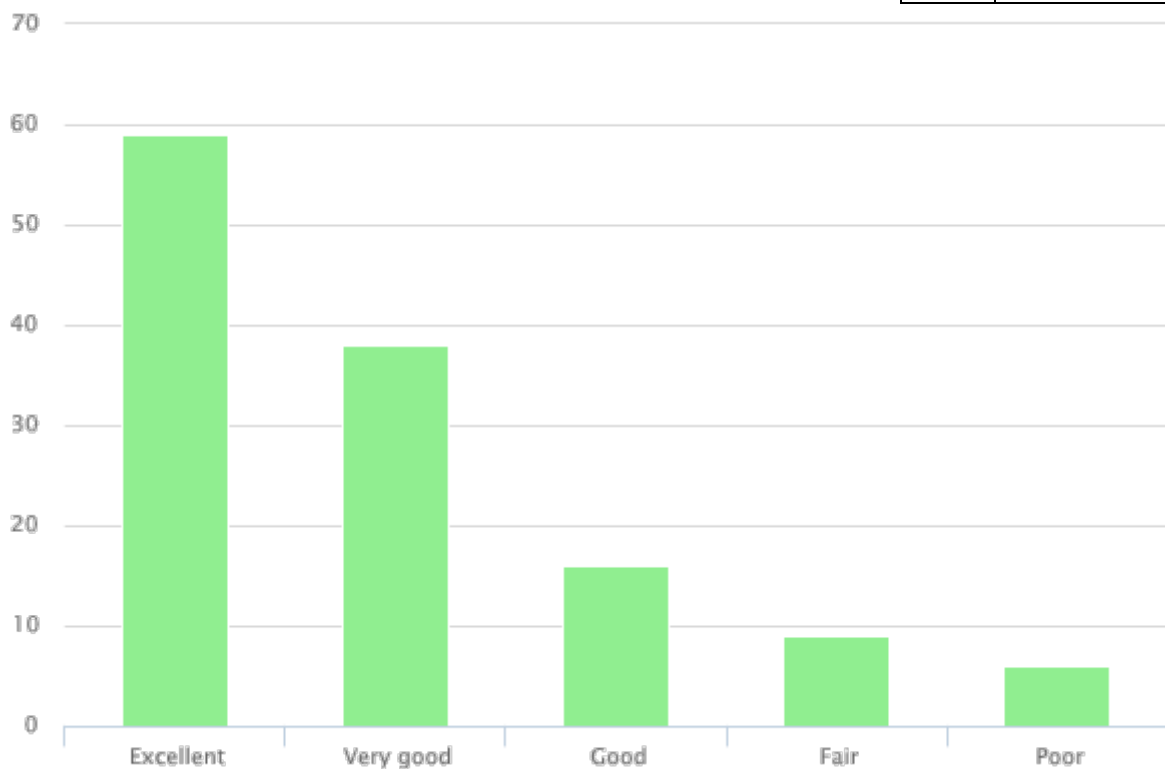
Q17		If family, friends or carers were unable to visit you because you had been transferred, were they able to get information about your progress in hospital by telephone?		
No	Text	N	%	Weight
1	Yes, and it was easy	69	57	1
2	Yes, but it was difficult	18	15	0.5
3	No, they were not able to get information	2	2	0
4	Not applicable	32	26	0

Score	88%
Base	89



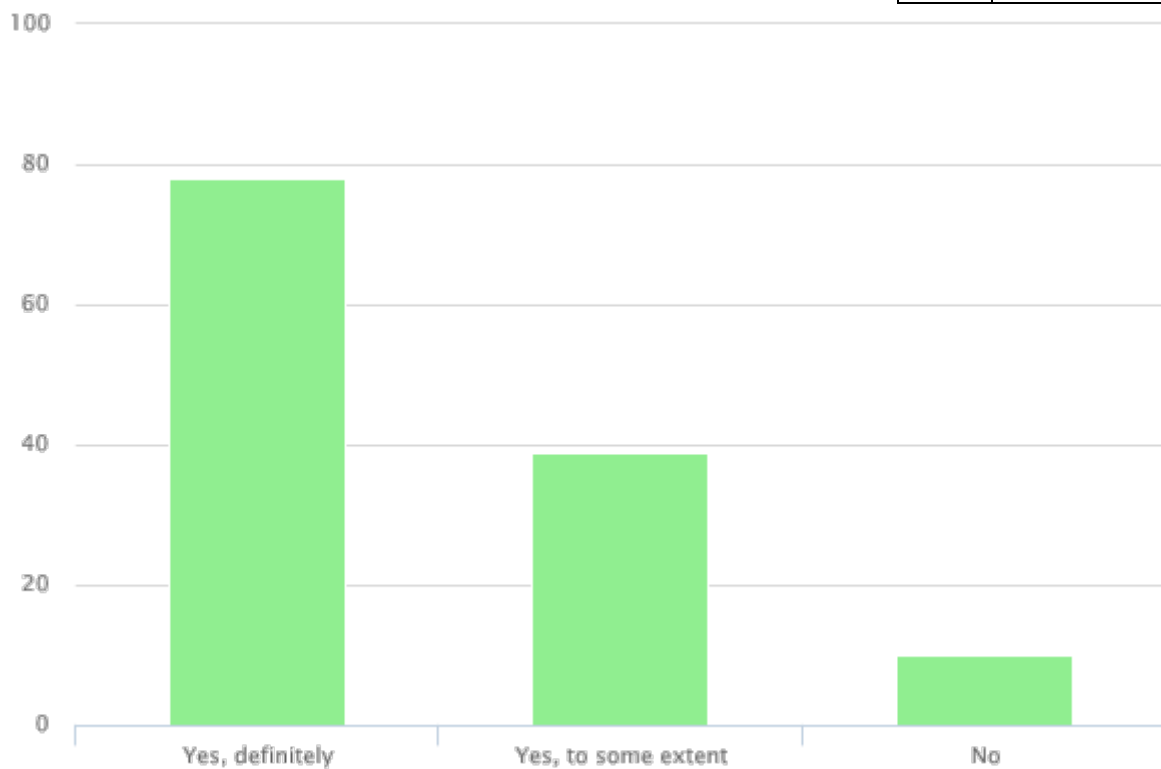
Q18		Overall how would you rate the care received at Cumberland Infirmary?		
No	Text	N	%	Weight
1	Excellent	59	46	1
2	Very good	38	30	0.75
3	Good	16	13	0.5
4	Fair	9	7	0.25
5	Poor	6	5	0

Score	76%
Base	128



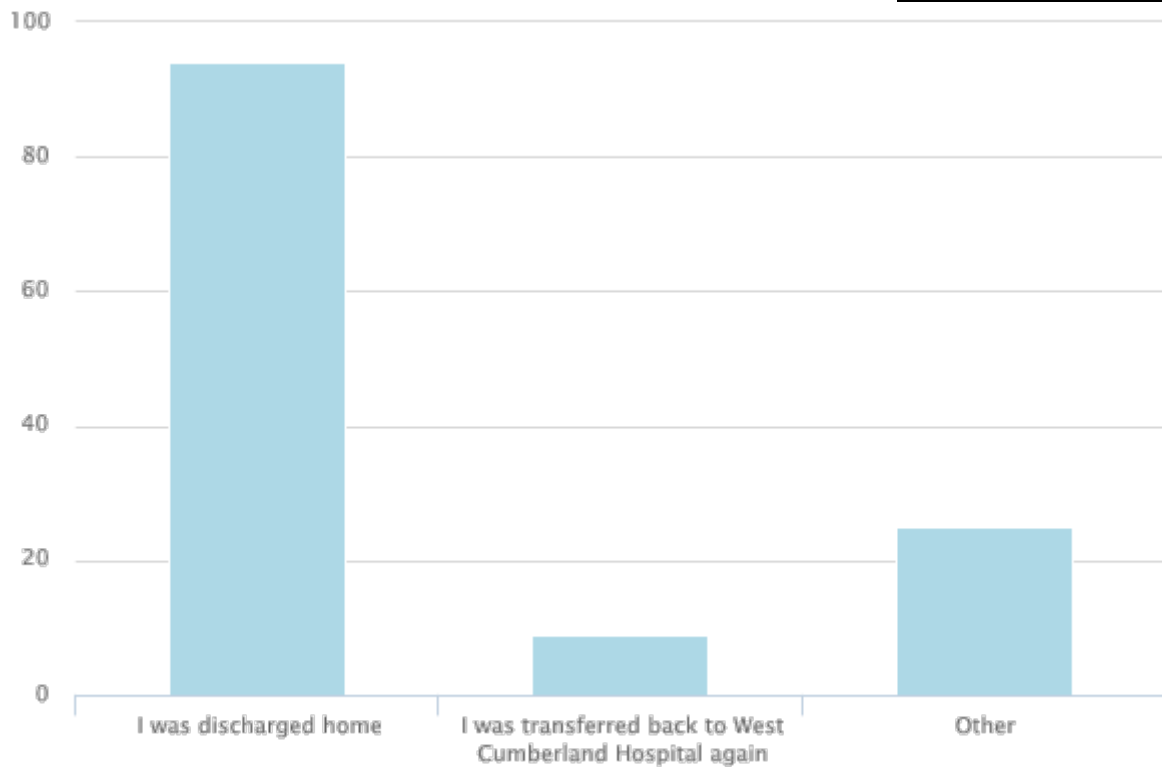
Q19		Was the care you received well-coordinated between the two hospitals?		
No	Text	N	%	Weight
1	Yes, definitely	78	61	1
2	Yes, to some extent	39	31	0.5
3	No	10	8	0

Score	77%
Base	127



Q20		What happened after you were discharged from this hospital?		
No	Text	N	%	Weight
1	I was discharged home	94	73	0
2	I was transferred back to West Cumberland Hospital again	9	7	0
4	Other	25	20	0

Score	0%
Base	0



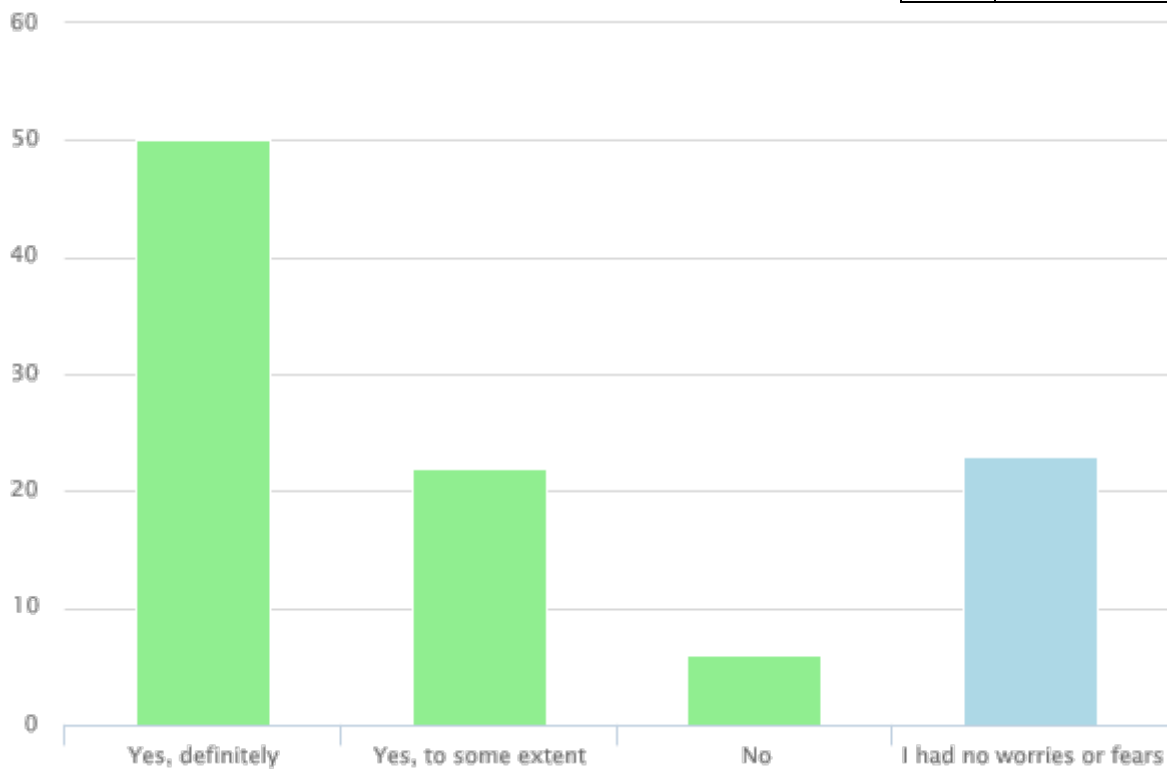
Q21	Approximately how long was your journey home when you were discharged from the Cumberland Infirmary?
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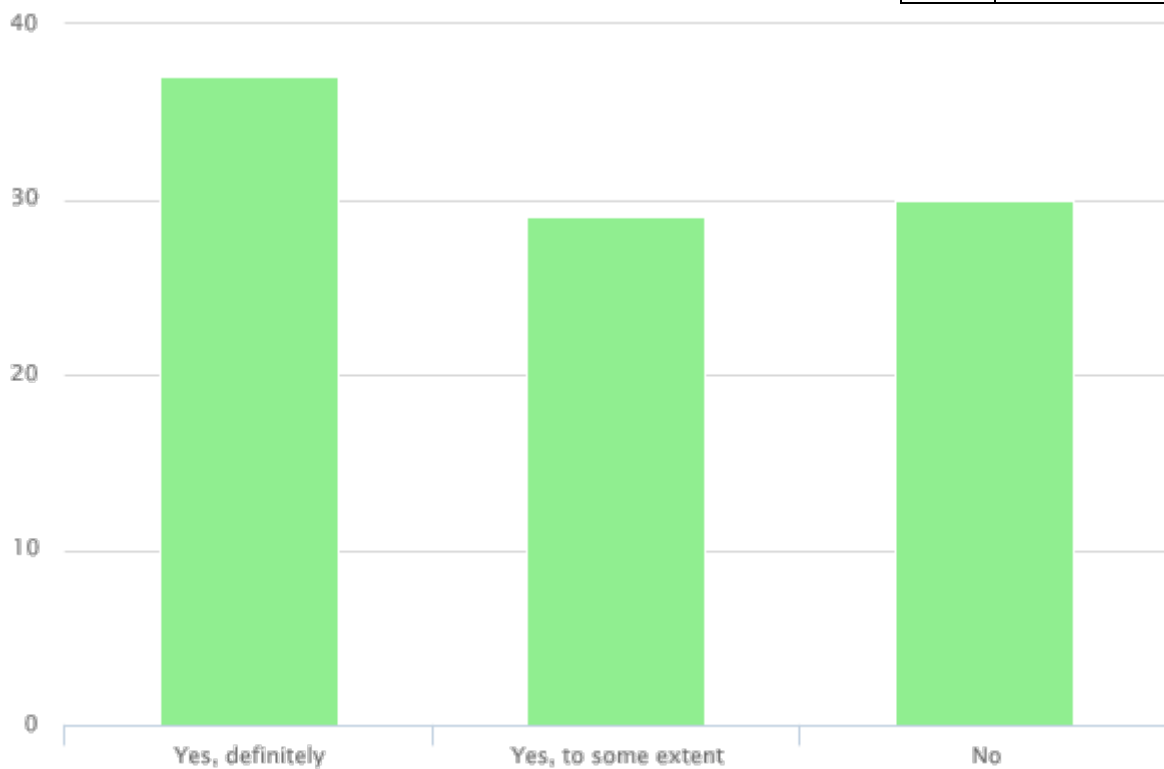
Q22		If you had any worries and fears about your condition or treatment, did he/she discuss with you?		
No	Text	N	%	Weight
1	Yes, definitely	50	50	1
2	Yes, to some extent	22	22	0.5
3	No	6	6	0
4	I had no worries or fears	23	23	0

Score	78%
Base	78



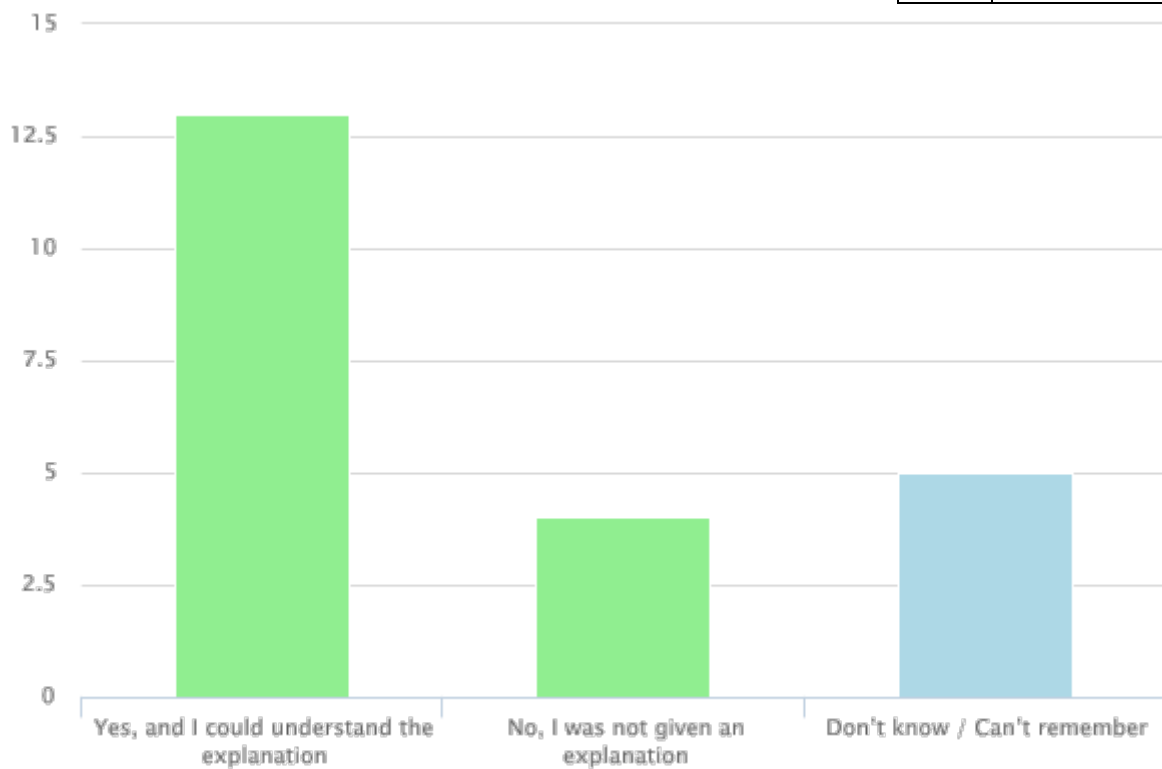
Q23		Did you feel that staff took into account how far away from the hospital you lived when planning your discharge?		
No	Text	N	%	Weight
1	Yes, definitely	37	39	1
2	Yes, to some extent	29	30	0.5
3	No	30	31	0

Score	54%
Base	96



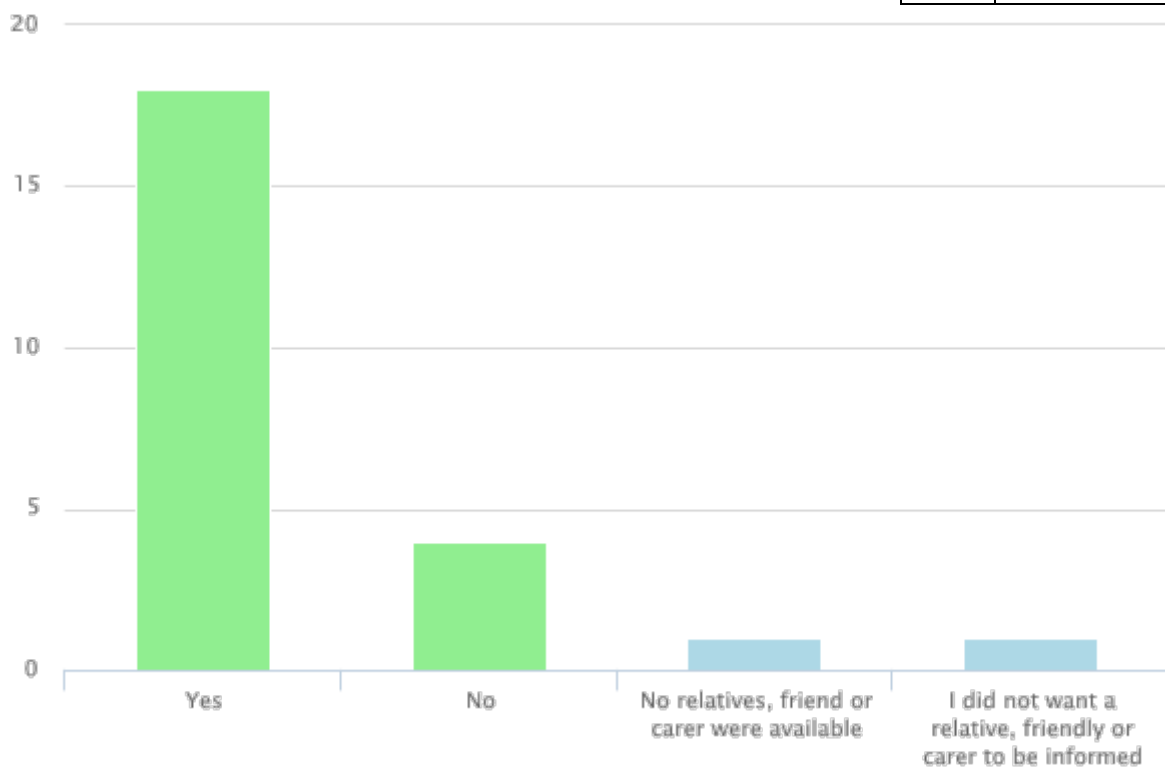
Q24		Were you given an explanation of why you were to be transferred back to West Cumberland Hospital?		
No	Text	N	%	Weight
1	Yes, and I could understand the explanation	13	59	1
3	No, I was not given an explanation	4	18	0
4	Don't know / Can't remember	5	23	0

Score	76%
Base	17



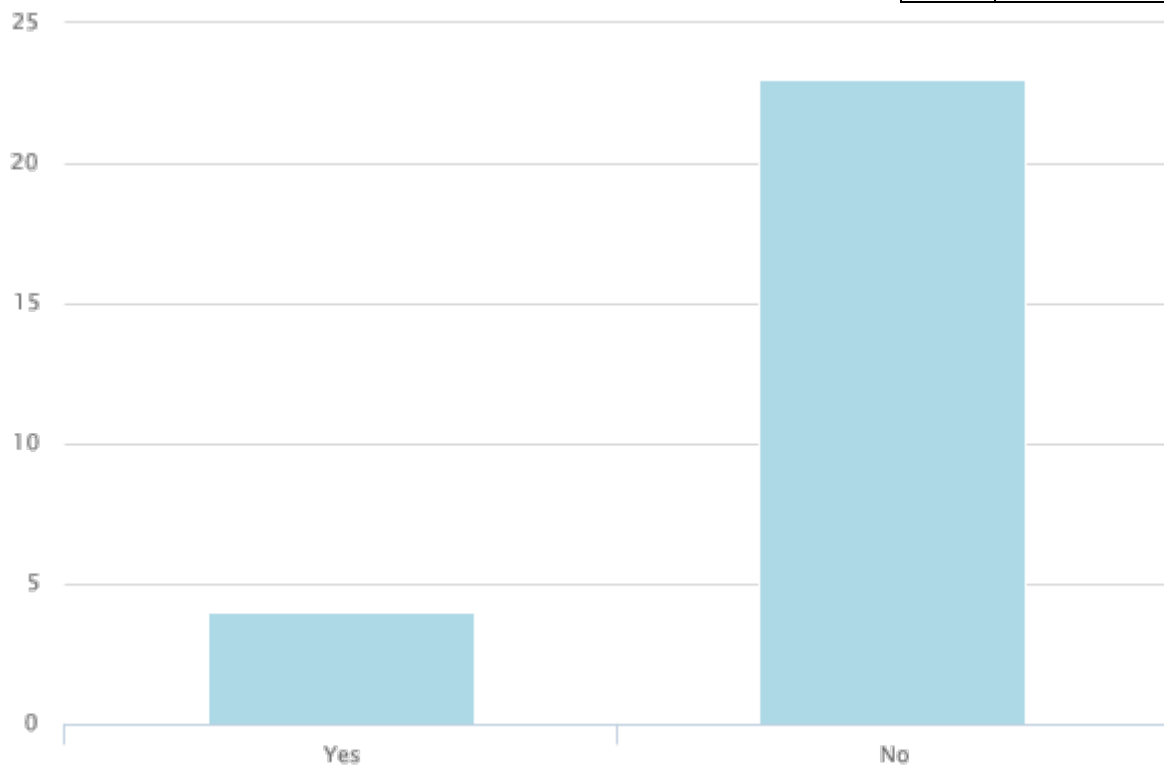
Q25		Was a relative, friend or carer informed that you were to be transferred back to West Cumberland Hospital?		
No	Text	N	%	Weight
1	Yes	18	75	1
2	No	4	17	0
3	No relatives, friend or carer were available	1	4	0
4	I did not want a relative, friendly or carer to be informed	1	4	0

Score	82%
Base	22



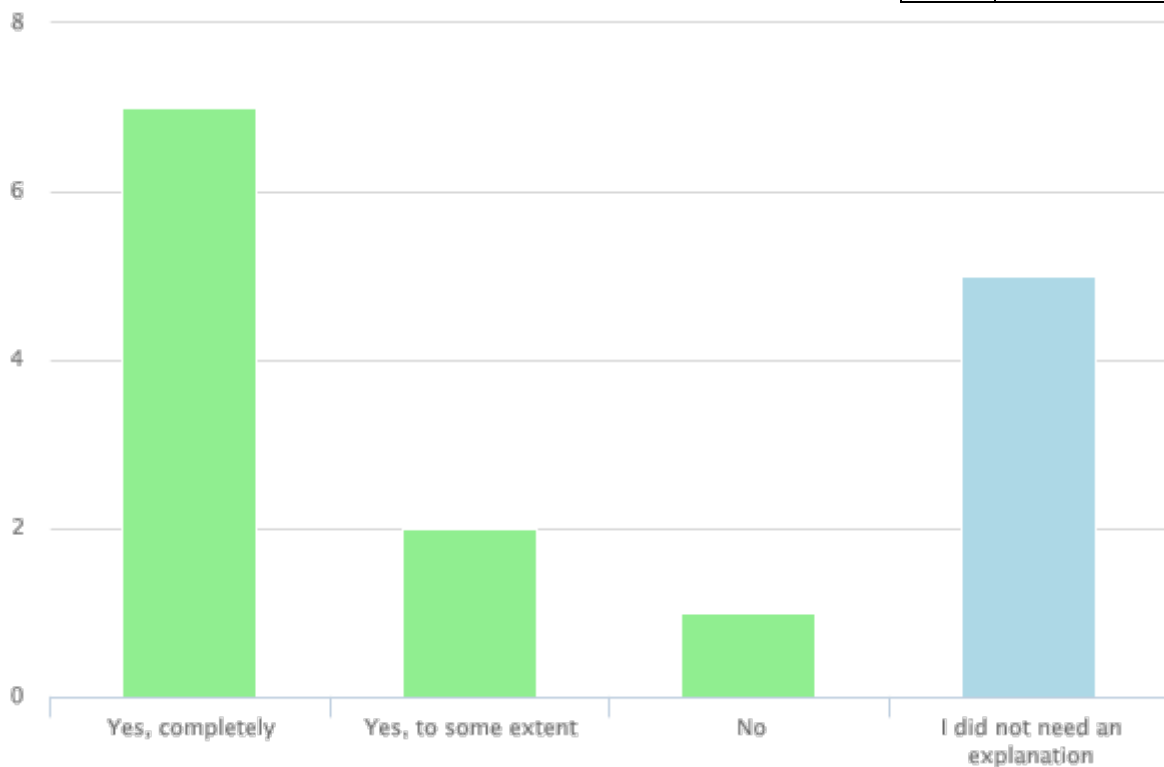
Q26		Did you experience any pain during the journey back to West Cumberland Hospital?		
No	Text	N	%	Weight
1	Yes	4	15	0
2	No	23	85	0

Score	0%
Base	0



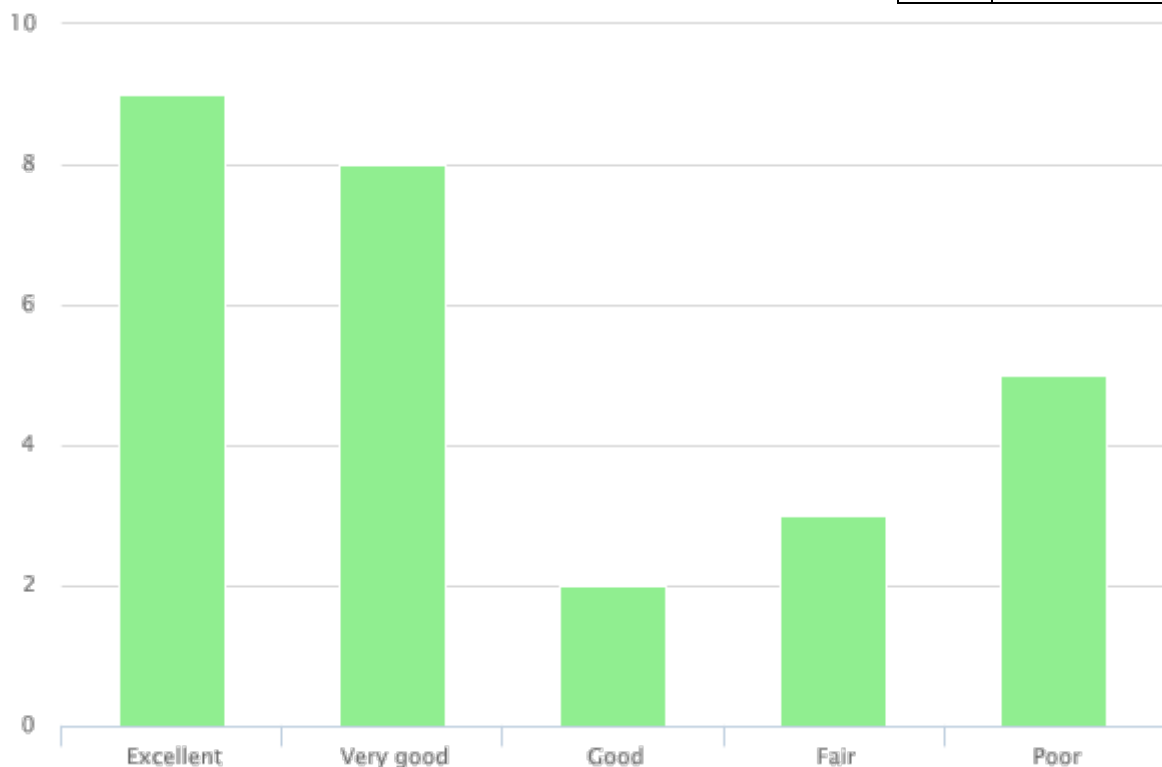
Q27		Did you think the staff did everything they could to control your pain on the journey back to West Cumberland Hospital?		
No	Text	N	%	Weight
1	Yes, completely	7	47	1
2	Yes, to some extent	2	13	0.5
3	No	1	7	0
4	I did not need an explanation	5	33	0

Score	80%
Base	10



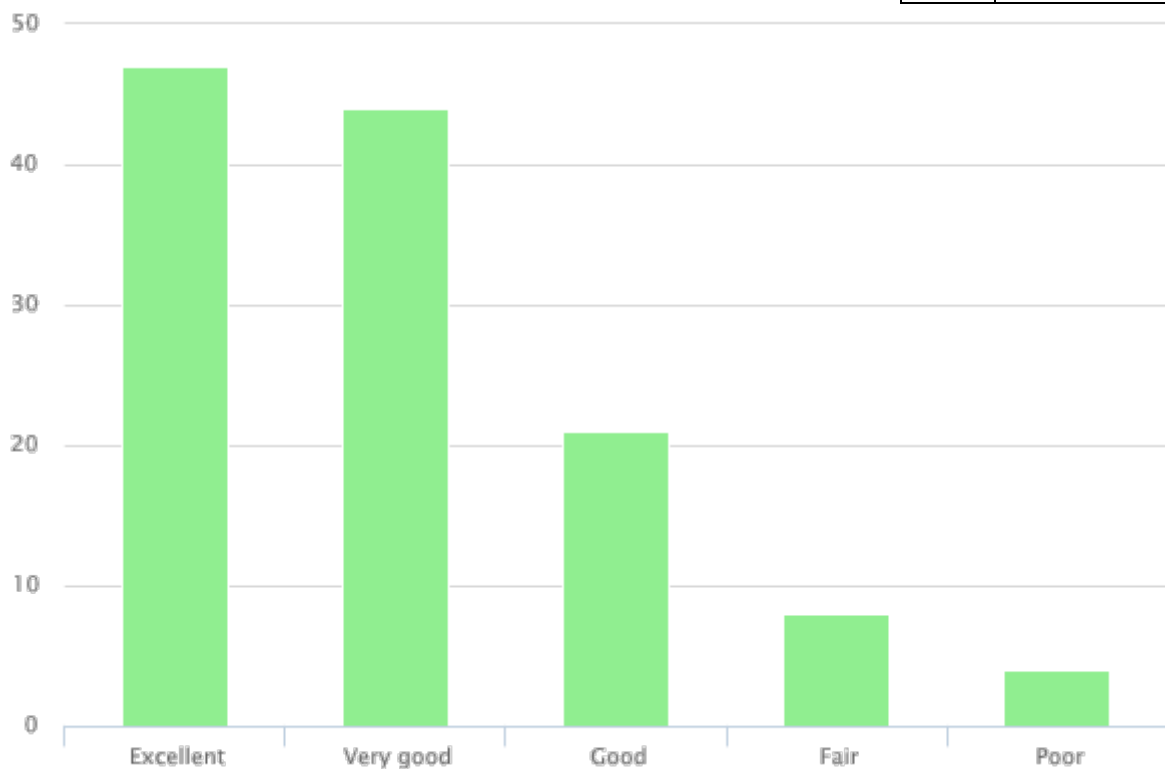
Q28		Overall how would you rate the experience of being transferred back to West Cumberland Hospital?		
No	Text	N	%	Weight
1	Excellent	9	33	1
2	Very good	8	30	0.75
3	Good	2	7	0.5
4	Fair	3	11	0.25
5	Poor	5	19	0

Score	62%
Base	27



Q29		Overall how would you rate the care provided by North Cumbria University Hospitals NHS Trust?		
No	Text	N	%	Weight
1	Excellent	47	38	1
2	Very good	44	35	0.75
3	Good	21	17	0.5
4	Fair	8	6	0.25
5	Poor	4	3	0

Score	75%
Base	124



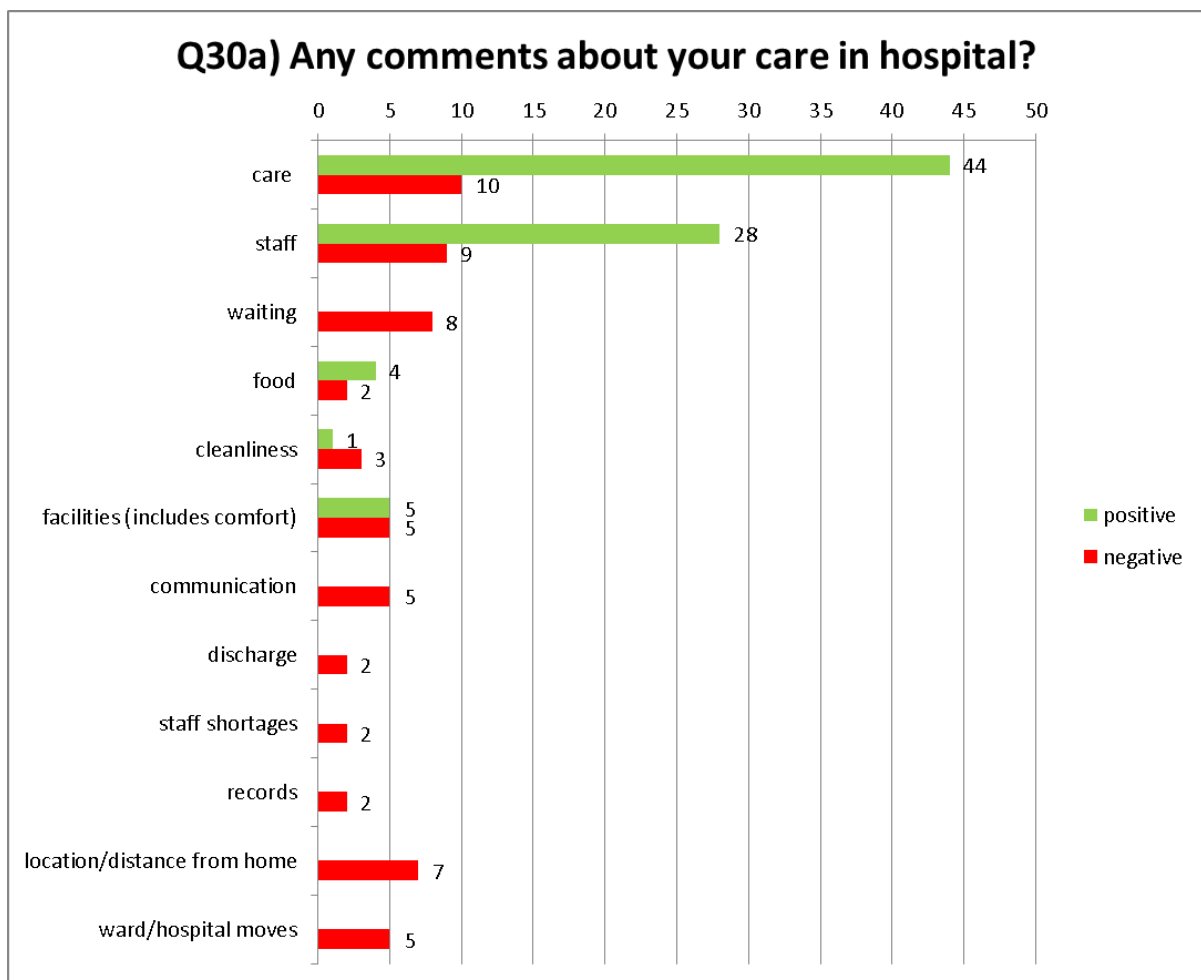
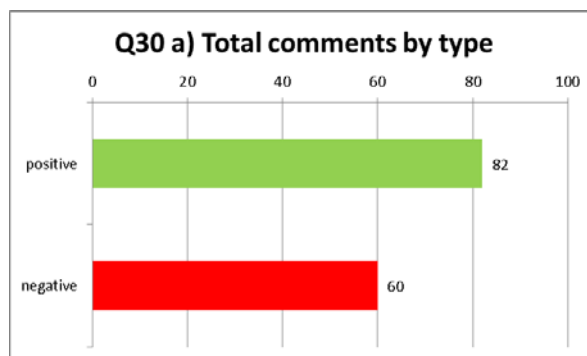
Report for North Cumbria University Hospitals NHS Trust

Analysis of patient written comments from patient transfers survey

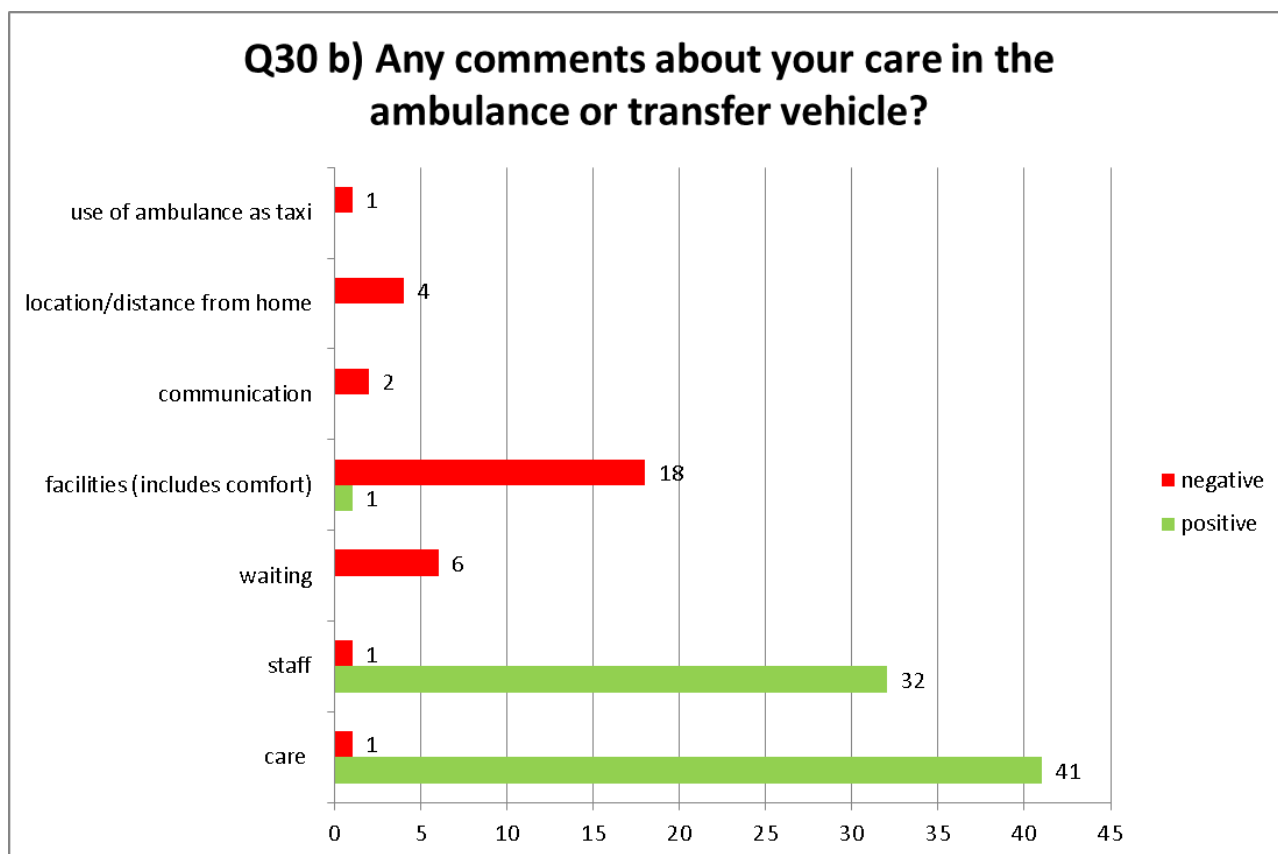
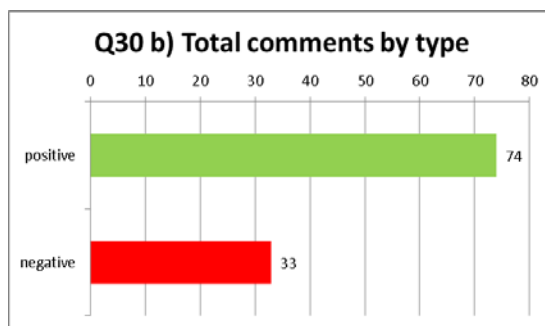
Total number of patient written comments analysed:

Q30a	88
Q30b	85

Q30 a) Any comments about your care in hospital?



Q30 b) Any comments about your care in the ambulance or transfer vehicle?



Full list of comments provided as Appendix.

Analysis and Report by S Fennell, Patient Perspective Ltd.

APPENDIX – Written Patient Comments in full

Q30a Any comments about your care in hospital?

It was ok but unplanned.

Excellent.

None. Too long wait for bed in Freeman Hospital for operation.

Very good, all staff were kind and considerate.

I was taken ill very unexpectedly while at a routine appointment in WCH, the care and response from all staff was excellent. I spent 4 days on CCU before being transferred to Carlisle. I then spent 10 days there in the heart centre before being transferred to James Cook. Its a shame I couldn't have spent that time at the West Cumberland to make visiting better for family, as one I was in James Cook I was a long way from home.

Staff at both hospitals were caring and attentive to my needs, cannot be faulted. Food excellent and always hot an well presented. Why no questions on this part of my stay in hospital. Important part of recovery.

The care I had from all three hospitals was very good to excellent.

The care was first class.

They tried to discharge me after approximately 4 days, my son objected and I ended up being in hospital for approximately 4 weeks. They hadn't seemed to take on board what the emergency doctor had written.

My care in Whitehaven, Carlisle and Middlesbrough was fantastic, I have nothing but praise for all hospitals concerned. Transport and staff and NHS. The food was fantastic. I would return each year for a holiday if it didn't involve a triple heart bypass. But even that was painless. Thank you all.

I was asked to move to another ward at 2:00am in the morning I refused. The food was terrible, I lived on rice crispies and toast. The ward was not kept clean over the weekend. Toilet facilities very poor. 1 toilet for 5 patients to use for washing-shower rooms not clean and for male or female patients.

Excellent care in both hospitals, no complaints at all. Everyone worked hard, doctors, nurses, cleaners etc. very friendly and caring.

Overall care was good in both hospitals. The CCU in the Infirmary is small with barely adequate facilities. By contrast the CCU in West Cumberland is state of the art, well equipped, and spacious. Food in both hospitals was satisfactory. Staff were professional at all times.

Very good.

Care was very good.

Total lack of clarity and consistency of what I was told by medical staff. No evidence of joined up activity with one doctor contradicting the other one or being clearly unaware of what was going on. Constant unfulfilled promises and totally unfounded certainty about being transferred to the RVI Newcastle. False dawns each day.

Hospital care was excellent, no complaints.

I was in hospital 7 weeks. I started in Whitehaven, then Carlisle, and ended up in Newcastle Freemans, where I underwent heart surgery.

From Carlisle Hospital, transferred to Freeman's Newcastle after treatment, then picked up by son back home.

I was transferred to James Cook Middlesbrough. Care in all three hospitals was good. The staff in the heart centre, Cumberland Infirmary were excellent.

The care I got from all the hospital was very good.

West Cumberland was very good Carlisle I was not too happy with.

All good except the long wait to be transferred to Freemans.

I broke my arm the first night of arrival going to the toilet. I had immense pain when no one could help me up and I had to drag myself up by hanging on to the bed head using my broken arm, whilst about 6 nurses had to stand and watch and not assist. I had to ask for a pillow to kneel on to drag myself up. The nursing care itself on the whole was very good.

Not enough staff to treat infection- left alone for most of the time sitting on a chair. Not enough staff to take me for a short walk.

Constant lack of communication and care, got a bed sore within a few days at Whitehaven. Sent home with a fractured hip to be cared for by elderly relative only. Family had to contact GP to provide home care package. After seven weeks had review by consultant in CIC- only admitted for operation after family insisted they find a bed. After operation ward not helpful- poor care and rehabilitation. Family had to insist on further care at Whitehaven, they just wanted the bed rather than the home circumstances. Family had to fight all the time for proper care. Great care back at Whitehaven on Orthopaedic Ward.

Never saw the surgeon from the day of the operation until the day I left the hospital.

Staff very good.

All involved in my treatment and care were first class, nothing was too much trouble for the nurses, they all deserve a medal.

Lovely staff all round. I was made very comfortable. Staff took pride in their work and treated all patients with respect. Well done.

The care was fine, the equipment not good. I had to wait 3-4 days for the machine to be repaired. It was also very cramped in the ward.

Everyone was excellent.

The care received in both hospitals was excellent.

Very happy with the care I received.

Everyone was so helpful to me, thank you.

The staff were excellent in both hospitals.

The staff at both hospitals were very kind and good, but I think the heart unit at Carlisle shouldn't be in a porta-cabin when the hospital is fairly new.

Transferred at 11.30pm, staff and ambulance crew were excellent.

Following my heart attack I was told I would be transferred right away. Then I was told there were no beds available and that I would go in the afternoon, then the next day, then the day after. I rang Carlisle from the ICU in Whitehaven and complained and was transferred that afternoon. This was not a good situation.

The only reason I was transferred to Carlisle was because I needed a chest drain tube put in and this procedure has been stopped at West Cumberland Hospital. I don't think that any patient should be transferred, we should have all services provided at West Cumberland. Also because of the distance I went 4 days without a visitor. My partner is disabled and unless friends could bring him, he could not visit me. Also the procedure to put the chest drain on was carried out in a cubicle in A&E, which didn't feel very hygienic.

Excellent, 10/10.

Excellent, really enjoyed my stay at both hospitals. Staff here lovely and friendly.

The time I can remember at both hospitals I was always treated with the utmost respect, kindness and felt safe and looked after at all times. I wish I could thank everybody for the care I received. I will never forget how hard they worked on my behalf, it is because of this I am still here to meet my first great grandchild in September. Thank you all. Doctor Mead and his angels at the West Cumberland.

Was well looked after, if any medication was needed it was provided, all staff were pleasant and helpful.

Care provided at ambulatory care at WCH was excellent, with friendly, helpful staff. Care at CIC was inefficient, chaotic, disorganised and poor. Communication between various parts of the hospital was very bad. Some of the nurses were unhelpful particularly with regard to family visiting from Workington outside of visiting times- it made me quite upset that they didn't care.

Could not fault anything. Only the fact this treatment could have been done at the WCH.

Excellent care at both CIC and WCH. Only one concern- CIC staff were asked if I could stay in hospital until 2nd/3rd, post op day because my only family member (who cares for me) was away. I was initially told yes, but I was discharged the day after my op with no care in place until my relative returned home.

First class.

Had to wait a very long time for consultants to do ward rounds. Staff were very busy, I wasn't given any food during my stay, but on the morning of my discharge, lunch was offered- it never arrived. I wasn't told during my stay what was wrong with me. I received a letter 5 days later after discharge informing I had food poisoning.

Q5: my transfer was delayed by 24 hours as no beds were available - yet I had been nil by mouth for over 24 hours! Q20: I was supposed to be discharged back to Cumberland Infirmary and my Consultant at WCH actually rang me at home to return to WCH.

Very good care, but difficult for visitors.

A handful of angels.

Well looked after.

The care I got from both hospitals was excellent.

There was a lack of help with personal hygiene, hair not washed for 3 weeks until I arrived back to Whitehaven, all was sorted next morning with shower and hair was washed.

I was cared for very well by the staff in both hospitals. However, I was caused distress at being transferred because I was suffering a huge heart attack and was fearful that I would die en-route. Whitehaven were unable to give me the care and treatment I needed but would have been able to in the past. I survived, but was very fortunate to have done so.

My pacemaker records lost in post from Whitehaven Hospital. Transfer to Carlisle unnecessary and test planned did not take place when I got there. Despite critical condition and liable to more cardiac arrests, Freeman slow to assume responsibility for my care.

I don't know why we have to go to Carlisle when we have a good hospital at Whitehaven.

The short stay in WCH was very good. Went to Carlisle on Sunday afternoon but didn't have procedure until Thursday.

I was transferred at 2:30AM approx and none of my family were informed of the transfer. In fact they turned up with my belongings at WCH to be told I was not there. My daughter had even taken time off work for which she was not paid. I was told I was being discharged at 5PM only for the transport to arrive at 8:30PM.

The care in West Cumberland was good, but it took some time to identify my problem as I had a blockage in my small intestine which took a scan to identify. The care in Carlisle was also good.

I am still in pain, I had to go back to West Cumberland Hospital twice since the initial diagnosis I have heard nothing back from either West Cumberland Hospital or Cumberland Infirmary. I am on benefits and I had to pay ?100 out of pocket to get back from Whitehaven to my home. The care at West Cumberland was abysmal. The doctor was arrogant, the nurses indifferent.

The care was far better in West Cumberland Hospital than in Carlisle.

Having left a room in the new hospital which has a TV and phone whilst I was being monitored, I was transferred to the CIC and was put into a bed with no TV or phone. I raised some concern to the nursing staff and asked to be moved to another bed, because of issues with other patients and the inability to contact relatives and watch TV. I was told they would see what they could do, but nothing changed in my days in the CIC.

When I was transferred from WCH to Carlisle my historical notes did not arrive at Carlisle until the following day, according to the ward, they arrived from Whitehaven by taxi. When I commented it was 2016 and was it not possible to transfer information by computer network or even by old fashioned fax, I was told it did not work like that.

Due to my condition the wait from A&E to a suitable ward bed was longer than anticipated.

WCH was spotless and staff wonderful. Coronary care unit private room and own toilet. Carlisle not as clean as WCH, one toilet between quite a few people- no privacy. One shower. The staff were great. Such a shame we have to travel 40 miles when we have a new hospital on our doorstep.

Once I was on a ward everything was fine.

Just that it wasn't all carried out at WGH like it used to be. The cost incurred by people visiting should be reimbursed.

No, as I was cared for by lovely staff in both hospitals.

The friendly, confident and highly professional attitude of all the staff at both hospitals made me feel safe and secure about my treatment. Nothing was too much trouble for them and they made great efforts to relieve me of my anxiety and worries, as well as providing excellent treatment and aftercare.

Excellent treatment and care while in hospital. Staff were wonderful, from sisters to cleaners.

Staff excellent, only worry was availability of beds in both hospitals. While awaiting transfer from Whitehaven to Carlisle Heart Unit suffered another heart attack.

All my care was excellent, however, I had been told I was [unreadable comment] and why also had I been stabilised so was not uncomfortable or concerned. If I had been in pain or distress I am sure that I would have been extremely worried and scared. I don't think it would be suitable in all circumstances, especially a woman in labour.

Excellent.

WCH staff fantastic. Carlisle lot were not half as good and sat half the time talking to each other instead of talking to the patient. They told us to go home and then when the family came for me, they said not to come back tomorrow. They came back the next day, but we were kept waiting for five hours and got a parking ticket.

The ambulance that I was transferred in was not quite up to scratch. However the crew apologised as it was the only one available and all other ambulance were busy that night. The crew were fantastic, made me comfortable and had me laughing. I felt safe and relaxed.

Was OK but waited too long if you wanted anything, not enough staff. Only other problem if you are taken in an emergency and don't have time to pick up medication, they don't come and ask if you need them. In some cases I've done without for 24 hours.

I was told I needed to wait until a bed with a heart monitor was available at Carlisle (they said they had one). However, on arrival I had to use an ordinary bed with a small monitor attached to me and connected to the C.C.U. However, my treatment in both hospitals was very good and very caring. This was my first time in Carlisle Infirmary and I would have no problem going back there for treatment. And at any time I am in the West Cumberland Hospital, I am always treated well and with respect.

Very good.

Excellent care at both West Cumberland Hospital and Cumberland Infirmary.

The nurses on the ward Beach C & B were very good and helpful at all times. I could not fault all the staff and could not thank them enough.

Cumberland is unhygienic, I saw a cleaner wipe my bed tray, then clean inside a toilet with the cloth. The staff were not polite, you were not welcomed and were made to feel uncomfortable.

Friendly and professional.

I was not transferred back to West Cumberland hospital as I was taken directly home.

The nurses were not interested in my pain. They were very busy and often didn't come when my husband called them. I was in severe pain in my head for 4 days before I begged a junior doctor to give me morphine to knock me out for a couple of hours.

Everything was taken to help my wellbeing!

Thanks to the treatment I am still alive. Thank you all very much.

Q30b

Any comments about your care in the ambulance or transfer vehicle?

The care in transit by the ambulance staff was very good.

Excellent.

Excellent.

No problems.

No complaints at all.

The care from the ambulance crew was fantastic. It is a shame these people have to waste so much time transferring people and spending time in queues at Carlisle, when we have a fantastic hospital on our doorstep.

A scary journey in such horrendous weather, but paramedic was very caring and calming, driver was brilliant.

Ambulance from Carlisle to Newcastle was windy and cold.

My husband was told at 6am to get to West Cumberland right away because I was being transferred to North Cumbria, but there was a delay (4.5 hours) because there was only one ambulance left for the area, and they could not decide if I was going by helicopter or not. My husband and son waited 4.5 hours at West Cumberland before it was decided I was going by ambulance.

I found that the stretcher bed was very uncomfortable in the ambulance. I could not get into a comfortable position, which caused backache. By the time I arrived at Carlisle, I was feeling very uncomfortable after the paramedic tried to re-position me on the stretcher. Journey time of approximately 40 mins.

As above.

Could not have been better. Everything fell perfectly into place. Well impressed.

I was transferred to WCH at 10:00am at night. It was a bumpy ride all the way. I suffered a lot of discomfort and pain, the ambulance was hired private, one most uncomfortable.

Excellent care again, two really good men looking after me, could not do better.

Transfer was late at night into the early hours. The A515 was close to empty resulting in a smooth journey. Paramedics were attentive and monitored my condition appropriately.

Excellent.

Care was good in transfer vehicle. Regarding answer to Q28, I was told at 1PM that I would be transferred as soon as vehicle available, but it was after 10PM when I actually left CI for WCH, my bed had been taken at 1PM, so I felt I was in limbo and felt tired and ready for bed when told I was to be transferred. I felt totally worn out on arrival at WCH.

Lady ambulance staff were very good.

Not fed at all for the final 5 days in Carlisle! Nasal feeding tubes were constantly put in, taken out and not used, leading to a lot of discomfort and uncertainty. The RVI immediately provided infinitely more confidence about their competence and professionalism. A sad indictment of care in North West Cumbria!

Ambulance was also excellent care.

I was well looked after by all 3 hospitals. They were wonderful.

Care in all three vehicles was good.

The ambulance staff were very good and helpful.

Very good care in the ambulance.

All was good.

The staff were excellent, but the vehicle was not very comfortable as I had a broken arm which had been operated on and I had to sit with my back to the driver as there was a very poorly person on bed, and the other patient had very little leg movement and had to take up more room. The two staff were excellent, but it was difficult when turning corners or roundabouts not to slide on seat.

Transfer from Whitehaven excellent, great caring staff. Dreadful transfer from CIC, ambulance arrived but ward had not got my medicines ready so had to wait hours for the next ambulance. Family kept ringing up the ward, but it took a senior member of staff to organise the transfer. Ambulance staff lovely, not their fault. Hospital disorganised.

Well looked after.

Very good.

On the way to the Cumberland infirmary I was sick a few times, the ambulance was stopped, the man in the back talked to me all the time and kept me calm.

The ambulance staff were lovely and chatted to me all the way- asking if I needed any pain killers etc. Top class.

I was transferred at 10.30pm on a very cold, very wet night in November. The ambulance crew were excellent but it was a bumpy ride and such a relief when we got there and I was very cold. It seemed to take forever.

Very good.

The transfer by air ambulance was very good and I was looked after very well. However, if I had to be transferred by road it would have been extremely uncomfortable and unbearable, something I could not have coped with.

Due to my condition I was given morphine prior to transfer. This was because of the extreme pain I was in and the number of very bad potholes in the road (A595) as any sudden jolts would have been agonising.

Staff were good going to Cumberland Infirmary in ambulance.

The ambulance wasn't very comfortable and quite noisy.

I felt I was left at WCH and could have died if I hadn't complained about the transfer.

Made me feel at ease.

Very good.

I can remember being in the ambulance and the journey to Carlisle also, the gentleman asking me if I was OK as on the way I was so quiet, but not in any pain or discomfort. After getting there, I can't remember much on arrival. But, yes it was a good transfer from one to the other hospital.

The journey in the transfer vehicle was pretty quick, as I was not very well, it went rather quick considering.

Perfect in every way.

Excellent service both transfer to CIC and journey back home.

The ambulance boys very good.

Ambulance excellent.

About the ambulance journey from West Cumberland to Carlisle. This was one of the worst experiences of my life. I felt a lot worse on arrival at Carlisle than when I left West Cumberland. I thought the ambulance had solid tyres and no suspension- worst journey of my life.

A very poor transfer due to bad roads. Not an NNAS ambulance, not very talkative during the transfer- an uncomfortable vehicle. Ex NHS and ex NNAS staff.

Very good. The two ambulance staff kept me pain free all the time.

Had my wife not been able to drive it would have been extremely difficult for any visitors to see me.

Very good.

Very good.

Ambulance staff brilliant.

Everything that needed to be done was done quickly and efficiently.

Ambulance staff very helpful and friendly. Return journey very late 6.20 in the evening. Bitterly cold. I could only sit up in a seat. Bed was taken by sick lady with cancer. Very uncomfortable. Suffered bad nightmares at home a couple of weeks, please never again transfer me.

The ambulance staff and nurse who travelled with me were excellent and they got me there as fast as they could, but it was very worrying for all of us. Transferring is putting a strain on Carlisle and causing undue worry to all concerned.

All ambulance trips were excellent, no complaints.

The road from Whitehaven to Carlisle is not very good. Road surface in places leaves lot to be desired, especially when the patient is not very well.

The ambulance crew were fantastic but my journey was doubled with them having to drop other patients off on their way to drop me at home in Whitehaven.

The transfer by ambulance was terrible. They are no passenger friendly on long journeys. The support of the paramedic was the only thing that kept me going.

Depending on the team, I rate them between fair and poor. I want to hear back from my doctor who handled my case immediately.

The ambulance staff were also very kind and considerate.

Too far to travel if not feeling up to it. Ambulance staff were excellent, it was the transport itself that was poor (old ambulance).

My journey from WCH to CIC was uncomfortable and difficult as I was lying down and facing backwards, which made me feel ill. On the other hand, the paramedic who travelled in the back of the ambulance with me was excellent, polite, friendly and very helpful.

Not bad.

I received excellent care in the transfer ambulance. However, it was a very uncomfortable journey. I was on the bed at the start and went into the chair before we even left the grounds of WCH. Apart from that, everything was OK.

The journey was a bit uncomfortable, no suspension. The roads leave a lot to be desired, holes, twists and turns- felt sickly. Lots of traffic. The ambulance staff were great, very caring. But again we shouldn't have to go that far for care- its stressful enough when you are poorly.

Friendly and happy crew.

The crew were very professional and courteous.

The ambulance girl talked to me all the way to Carlisle so I was not stressed out in any way.

The journey was comfortable and I was made to feel relaxed by friendly, cheerful, chatty demeanour of both the driver and attendant who made sure that I was not experiencing difficulty or distress throughout the journey.

The care during transfer was excellent.

Top notch.

Very good.

The ambulance was four hours late and we left WCH at 11.15pm at the Cockermouth to Carlisle Road was closed and we were diverted. I didn't know I could have asked for someone to come with me. I am 88. The ambulance men were fantastic. I kept refusing refreshment at WCH as was frightened I would need the loo. Next time leave me at WCH to die.

What can I say everyone was marvellous I was well looked after, informed every step of the way. Staff were top notch. Food was cooked fresh in a kitchen not frozen rubbish heated up in a microwave. Good food does help a speedy recovery. Many thanks to all at the hospital.

The ambulance men OK, but the ambulance was noisy, rattled, and back door centre seals were missing and when I mentioned it, he said it just came out of the repair garage. If I had a mechanic that left it the way it was, he would be looking for another job.

My journey in the ambulance was the worst journey of my life. My hips and bottom were very painful and I could not move to get any ease because of being strapped to bed. I know this has to be done for safety, but I was pleased when we arrived at Carlisle, I don't think I could have gone much further.

Very good.

Excellent care during transfer to Cumberland Infirmary.

Very good and considerate.

The 2 ambulance personnel were very nice people but the ambulance would be better dealing with emergencies. It is an ambulance not an overpriced taxi service.

Very good and caring.

I don't remember much, I remember the doctors came on their rounds eventually, but I was in a dark, dirty room in hospital. I finally got moved to a ward at 11.30pm at night, which was horrendous, noisy and distressing. Watched old ladies trying to get help and nurses ignoring them.

Very considerate.
