



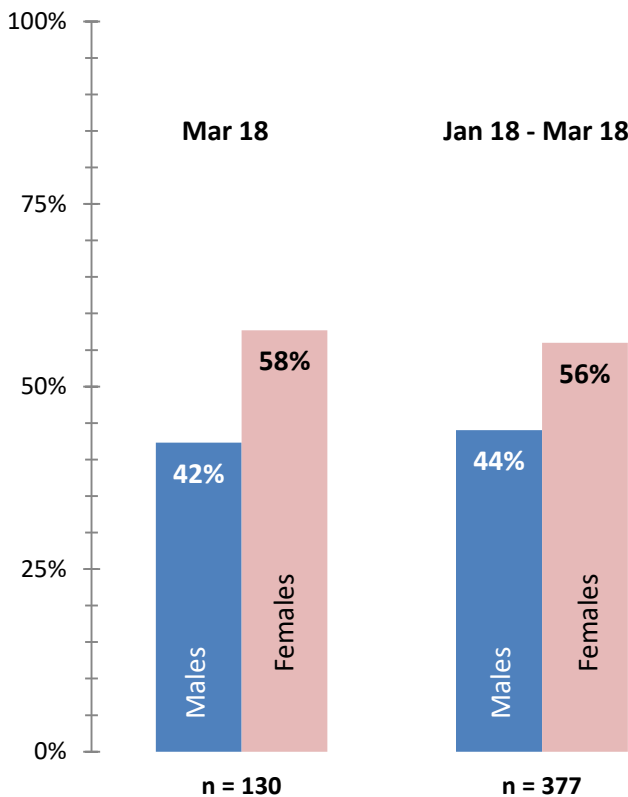
St John – Patients' Satisfaction Monitor

March 2018

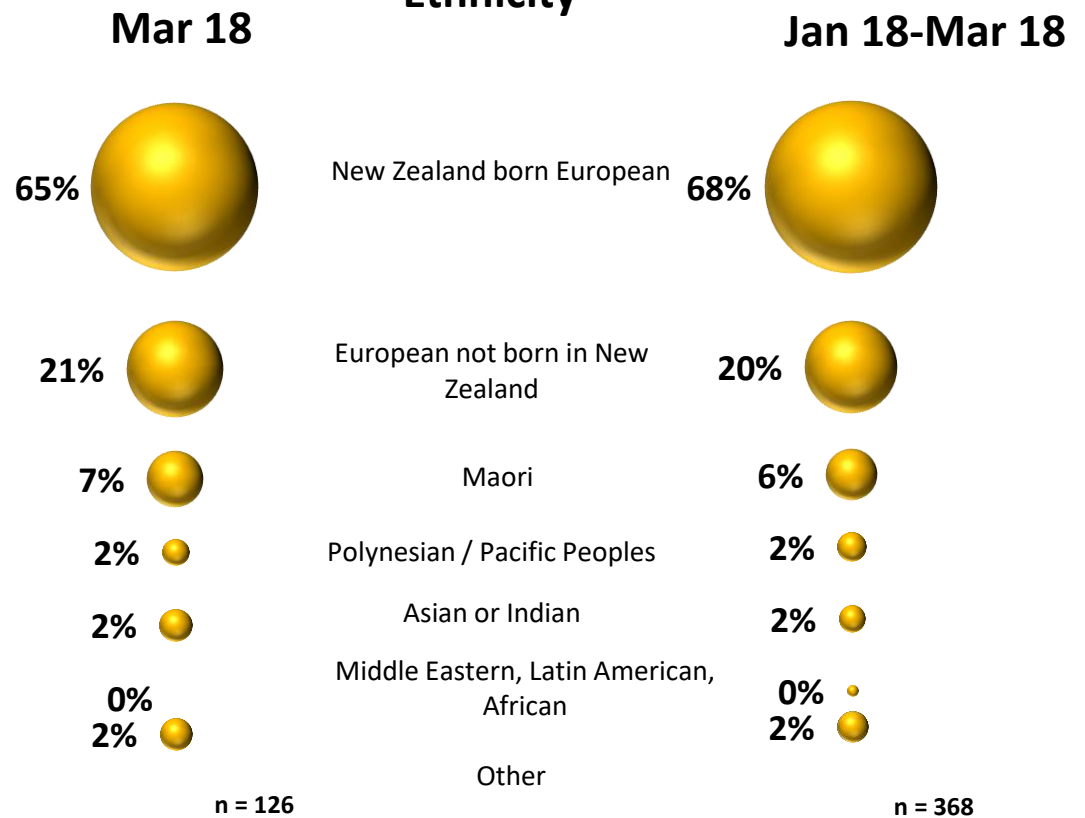
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Respondents' profile.

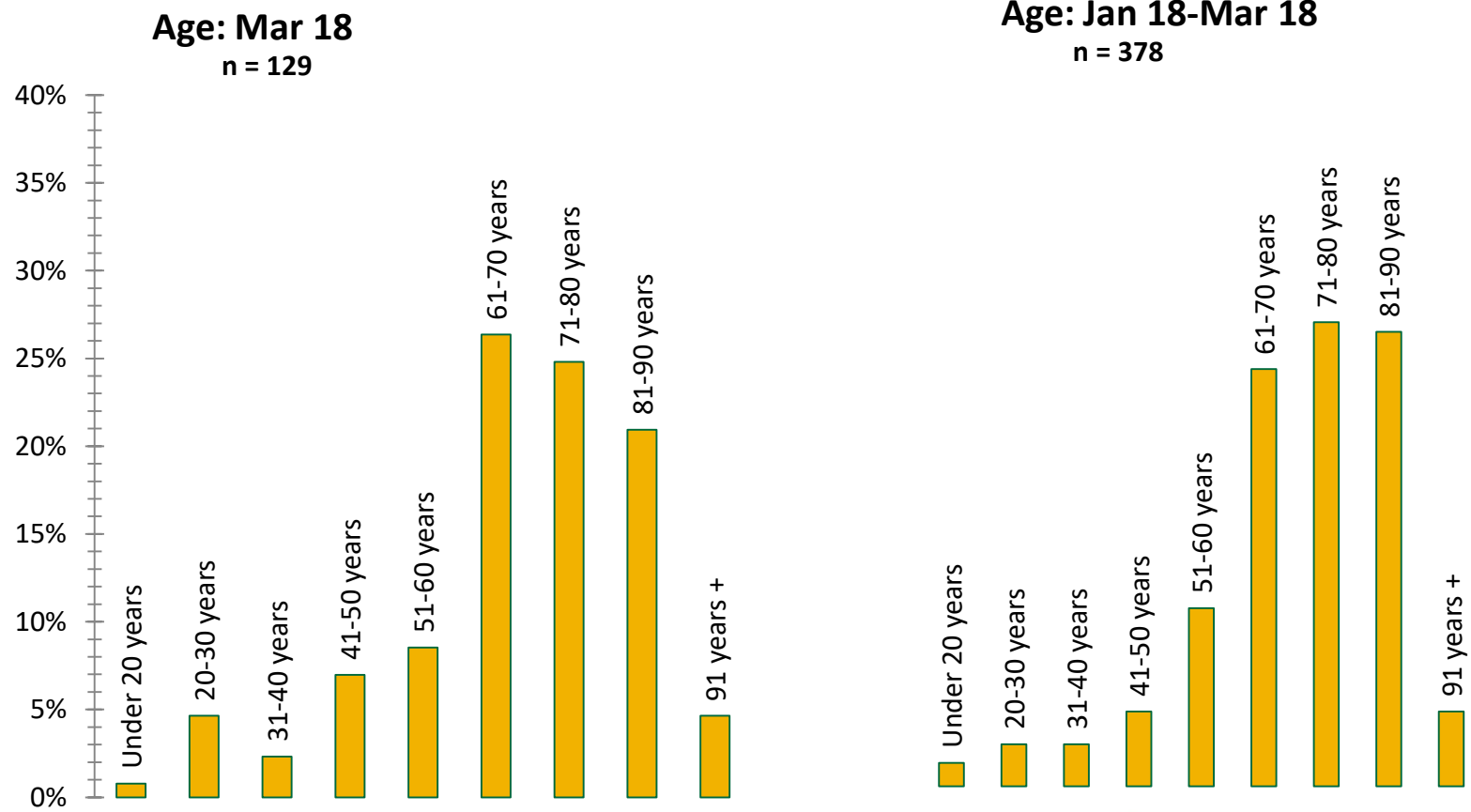
Gender



Ethnicity



Respondents' profile.



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Quarterly Comparisons Summary.

Question	Previous Quarter (Oct-Dec) MAT scores	Current Quarter (Jan-Mar) MAT scores	Variation vs previous month	Trend	12 Month Average
Q2 - Helpful and reassuring- St John call handler	75.3%	75.5%	+0.2%	→	76.6%
Q4 - The length of time they waited for ambulance	84.6%	88.9%	+4.3%	↑	85.5%
Q5 - Explain condition and reasons for treatment easy to understand	67.1%	64.6%	-2.5%	↓	65.6%
Q6 - Involved in decisions about care and treatment	62.3%	65.9%	3.6%	↑	64.6%
Q7 - Included family / whanau in discussions	80.7%	77.2%	-3.5%	↓	76.4%
Q8 - Level of trust and confidence in St John ambulance staff	83.1%	87.6%	+4.5%	↑	85.2%
Q9 - Suitably advised on where going to be taken	76.4%	74.3%	-2.1%	↓	76.3%
Q10 - How well the ambulance driver handled the vehicle	74.8%	74.5%	-0.3%	→	76.2%
Q11 - Hand-over to next place of care	86.4%	87.0%	+0.6%	→	86.2%
Q12 - Did everything we could to control their pain	83.2%	81.6%	-1.6%	↓	83.2%
Q13 - Treated patient with kindness and respect	92.1%	92.3%	+0.2%	→	91.9%
Q14 - Were sensitive to their cultural needs	83.0%	83.9%	+0.9%	→	79.3%
Q15 - Satisfaction with overall St John experience	84.4%	86.4%	+2.0%	↑	85.5%
Q16a - Satisfaction with part-charge invoice process	59.5%	65.5%	+6.0%	↑	62.2%

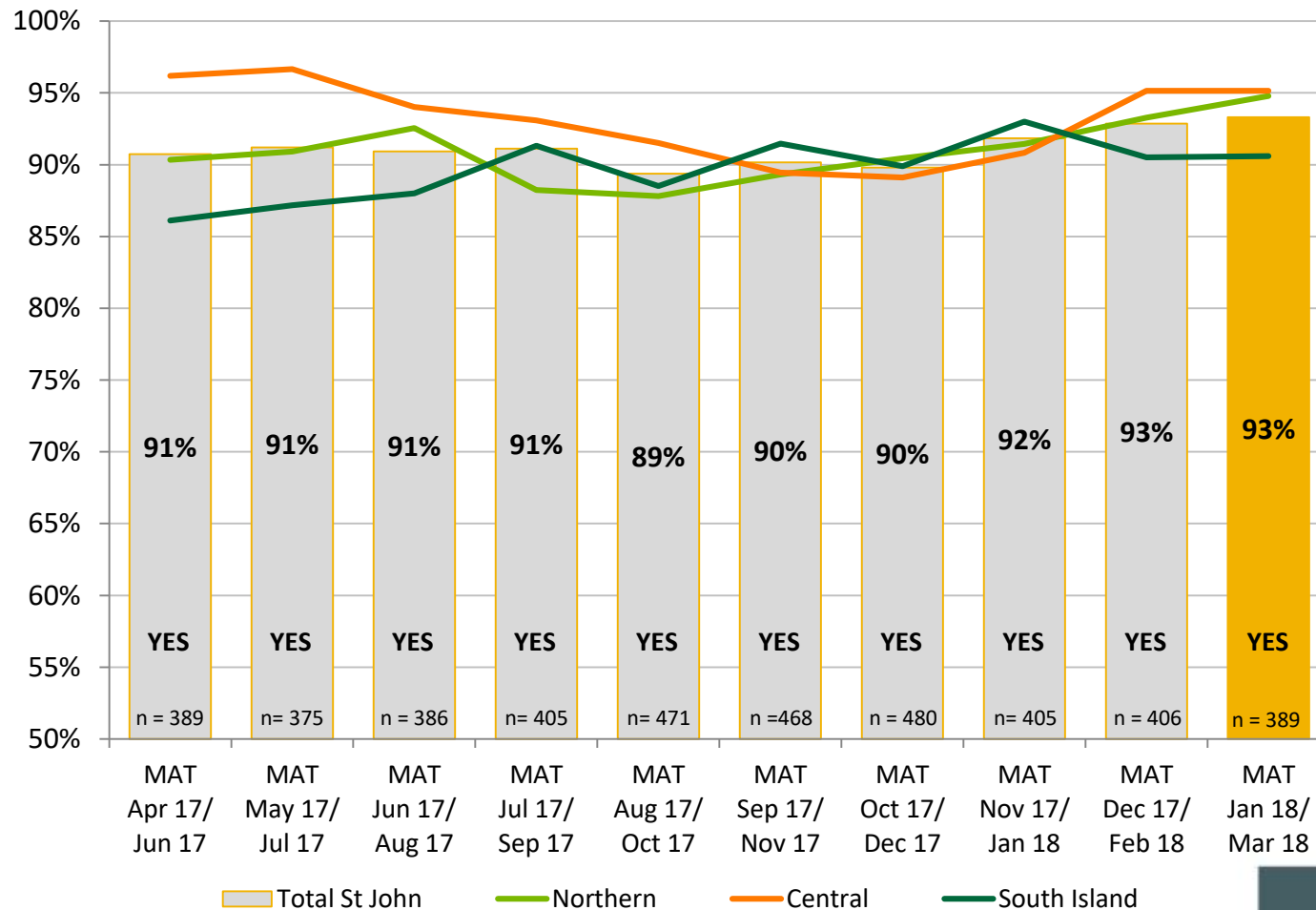
Result equal to or above 12 Month average	
Result less than 12 Month average	

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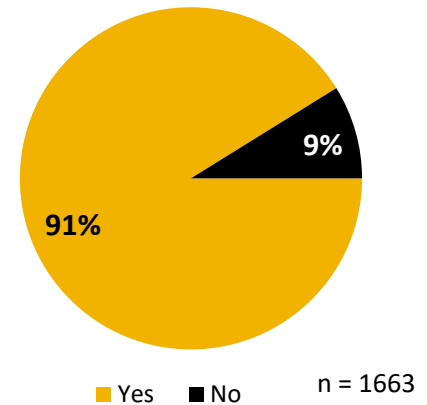
Initial contact.

Question 1:

Are you the **person for whom** the ambulance was called?



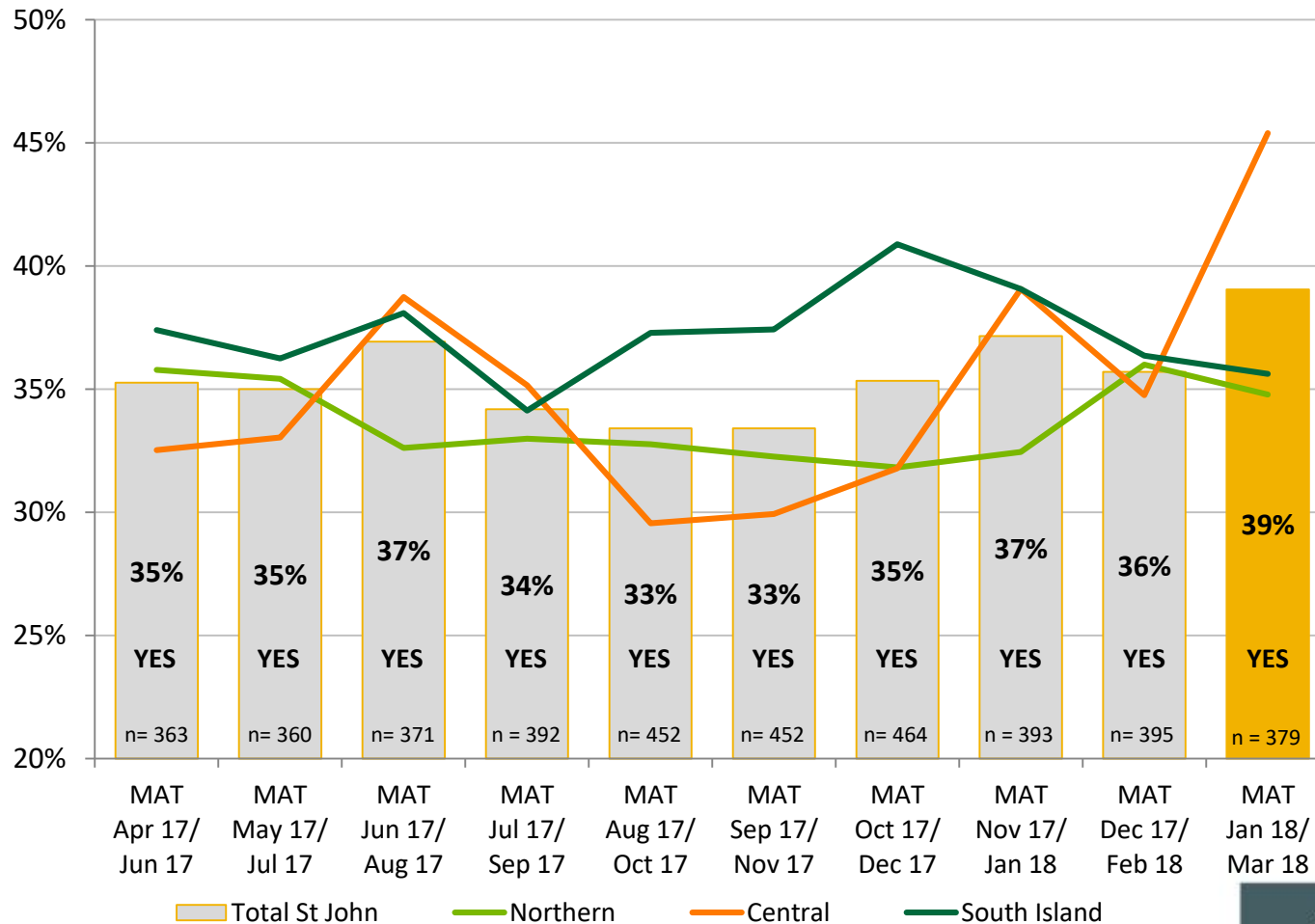
Total St John: Average Scores
Apr 17 - Mar 18



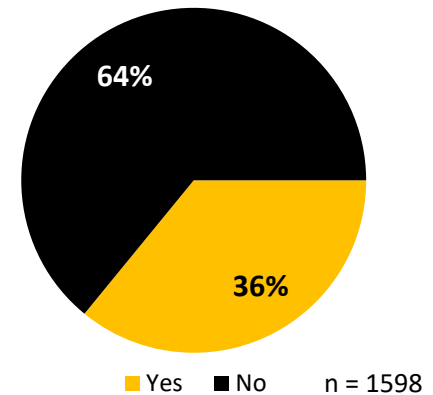
Initial contact.

Question 1A:

Are you the **person who called** for the ambulance?



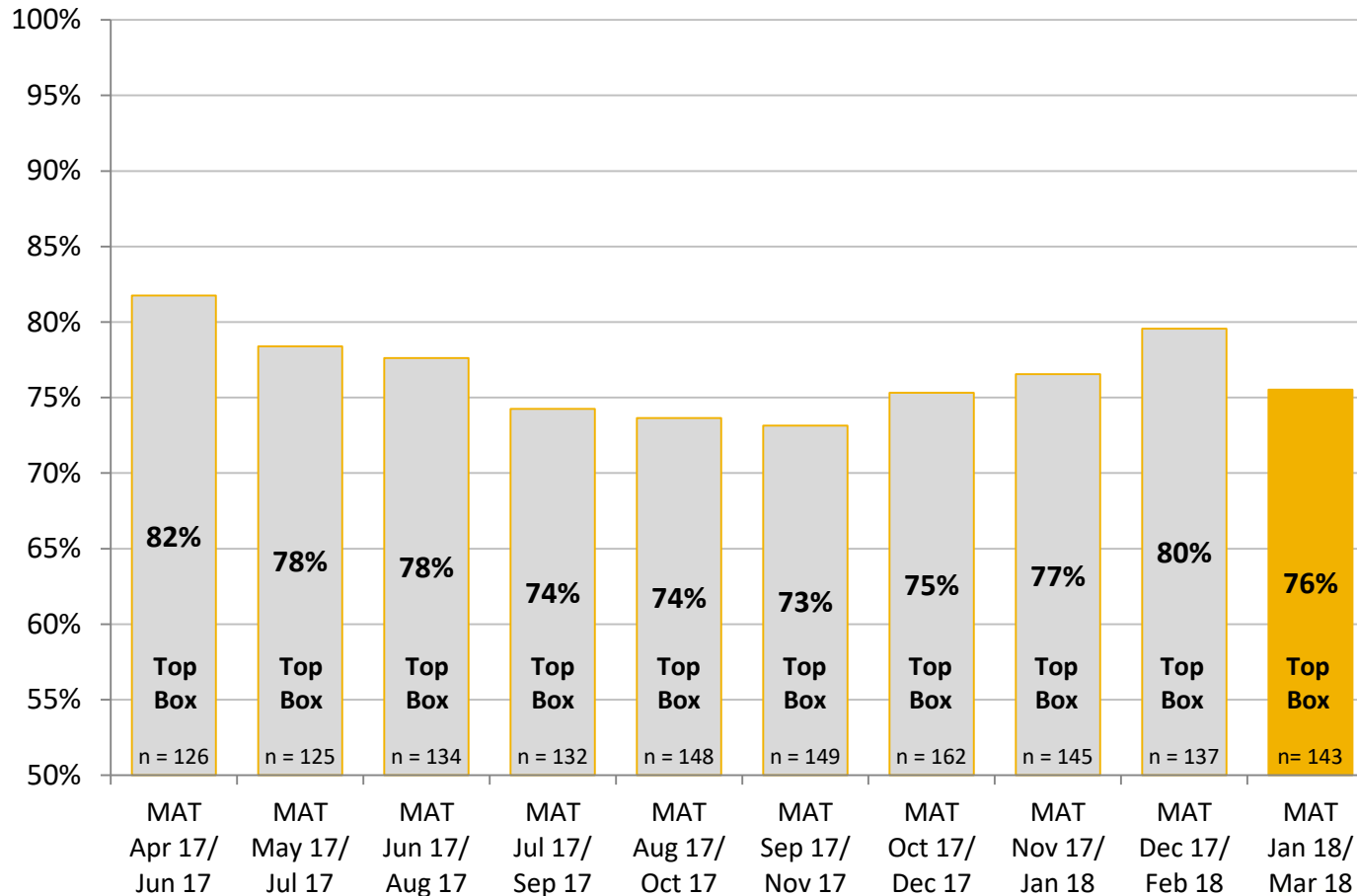
Total St John: Average Scores
Apr 17 - Mar 18



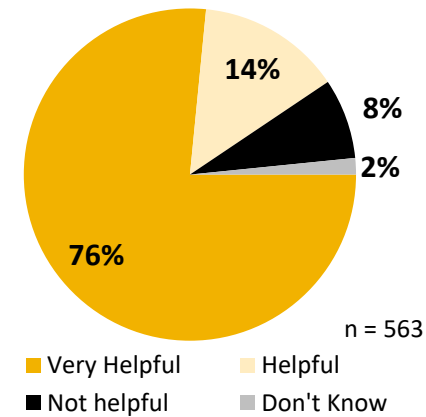
Initial contact.

Question 2:

Throughout the 111 call, how **helpful and reassuring** was the St John call handler you were speaking with? Rated on a 5-point scale from very unhelpful and not at all reassuring, to very helpful and reassuring [Top Box].



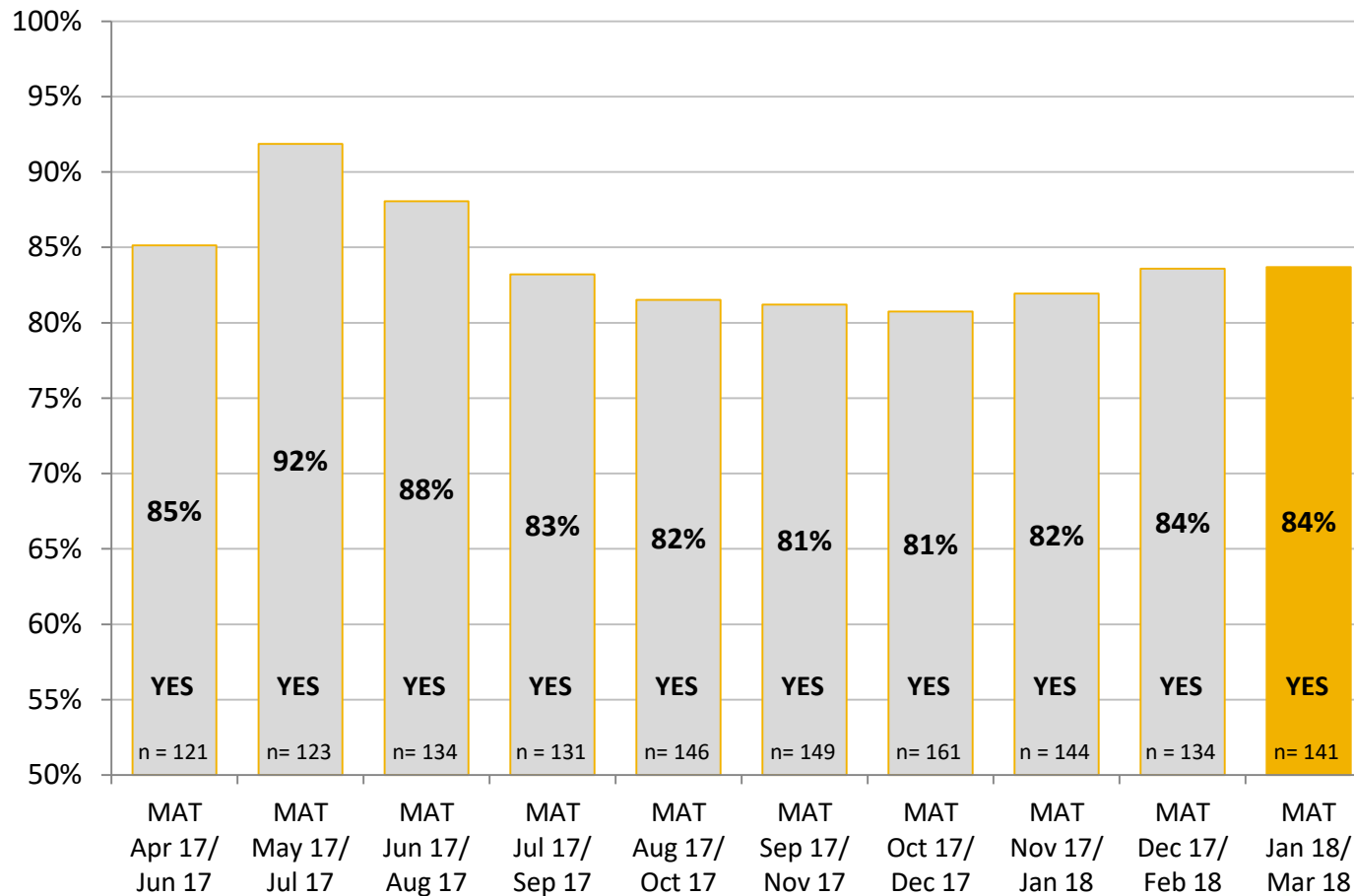
Total St John: Average Scores
Apr 17 - Mar 18



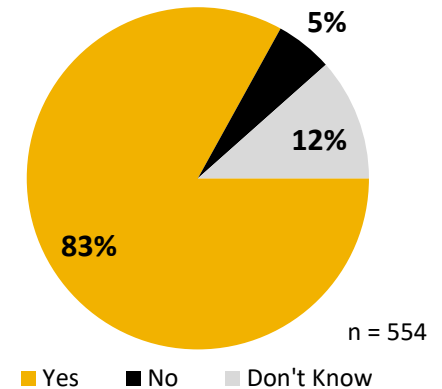
Initial contact.

Question 3:

During the 111 call, were you advised on **what to expect would happen next?**



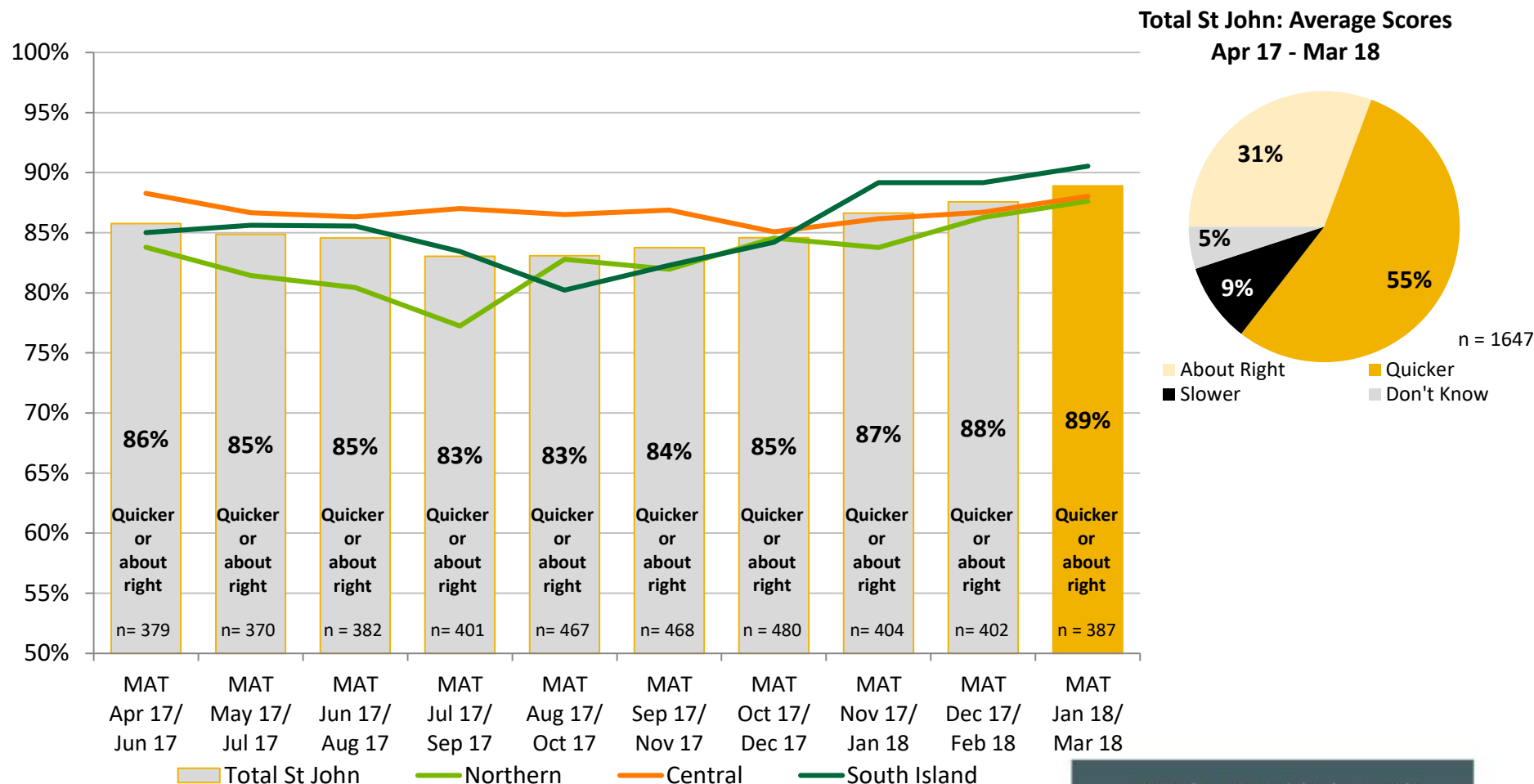
Total St John: Average Scores
Apr 17 - Mar 18



Initial contact.

Question 4:

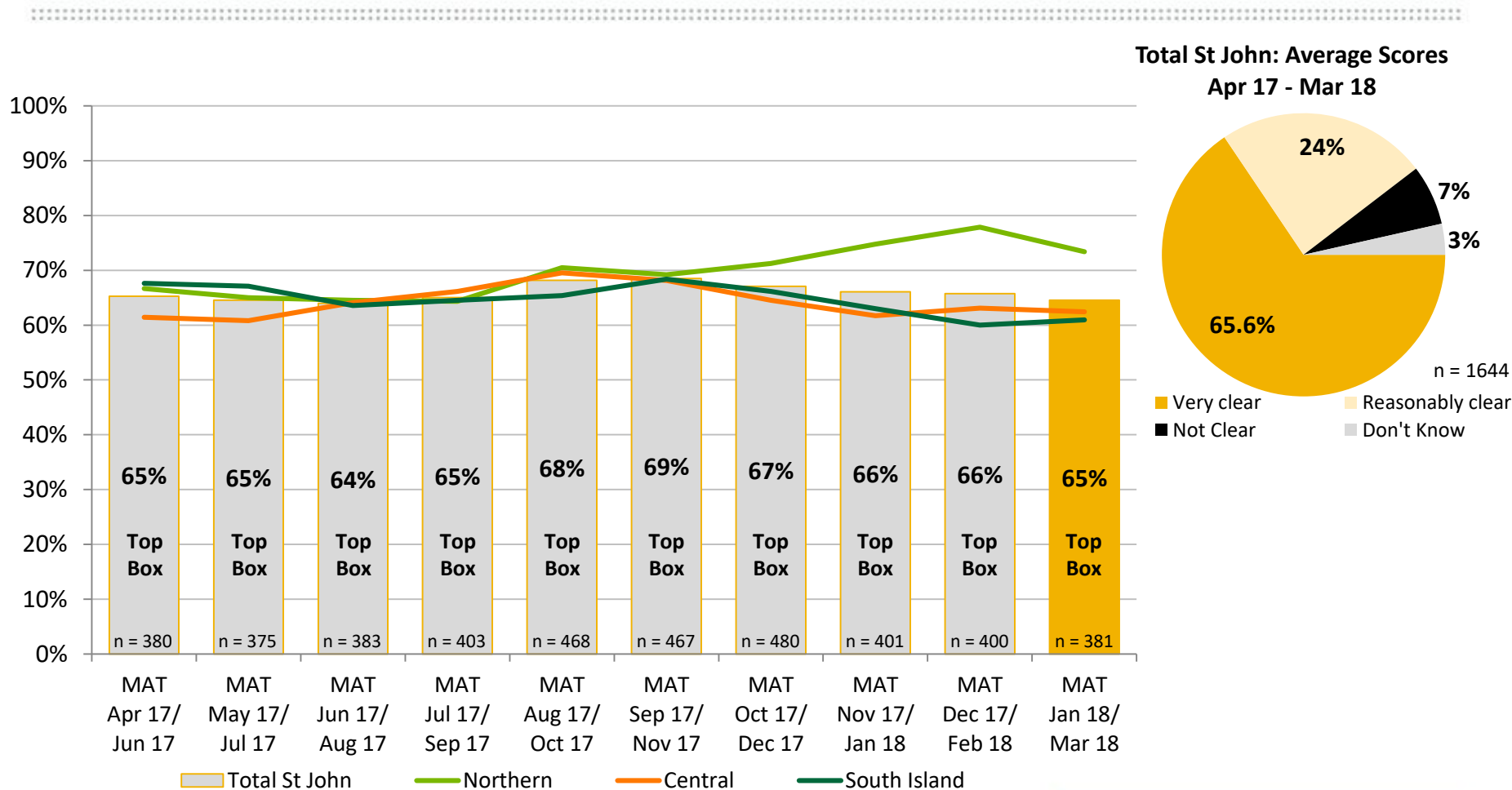
How did you feel about **the length of time you waited before the St John ambulance staff arrived?**
Rated on a 5-point scale from 'much slower than I thought' to 'much quicker than I thought'.



Initial Assessment & Communication.

Question 5:

Did the ambulance staff **explain your condition** and reasons for what they were doing to help you in a way you could understand? Rated on a 5-point scale from 'no, not at all' to 'a very clear & thorough explanation provided' [Top Box].

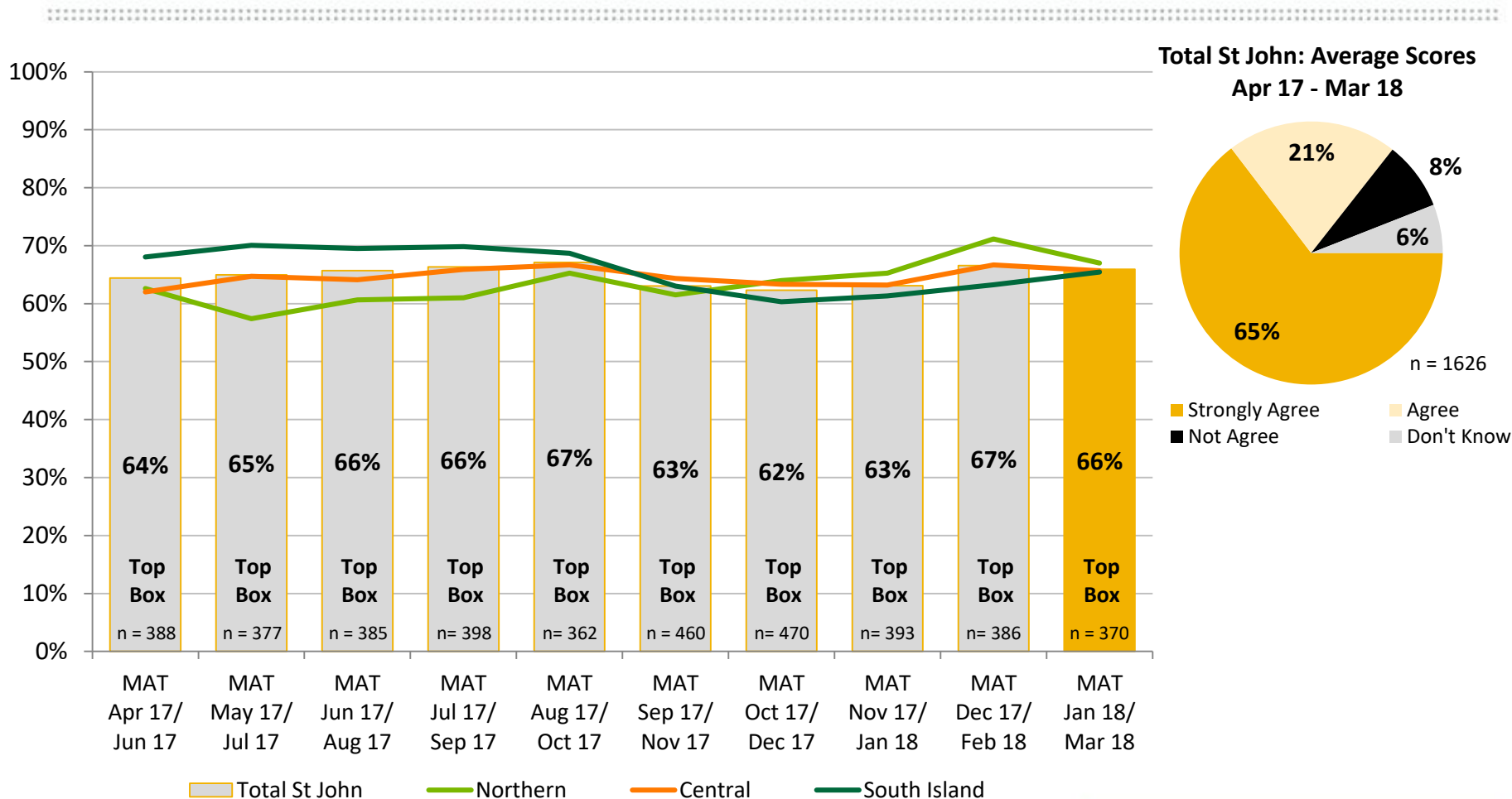


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Initial Assessment & Communication.

Question 6:

Given the situation you were in, were you **involved in the decisions** about your care and treatment as much as you wanted? Rated on a 5-point scale from 'strongly disagree' to 'strongly agree' [Top Box].

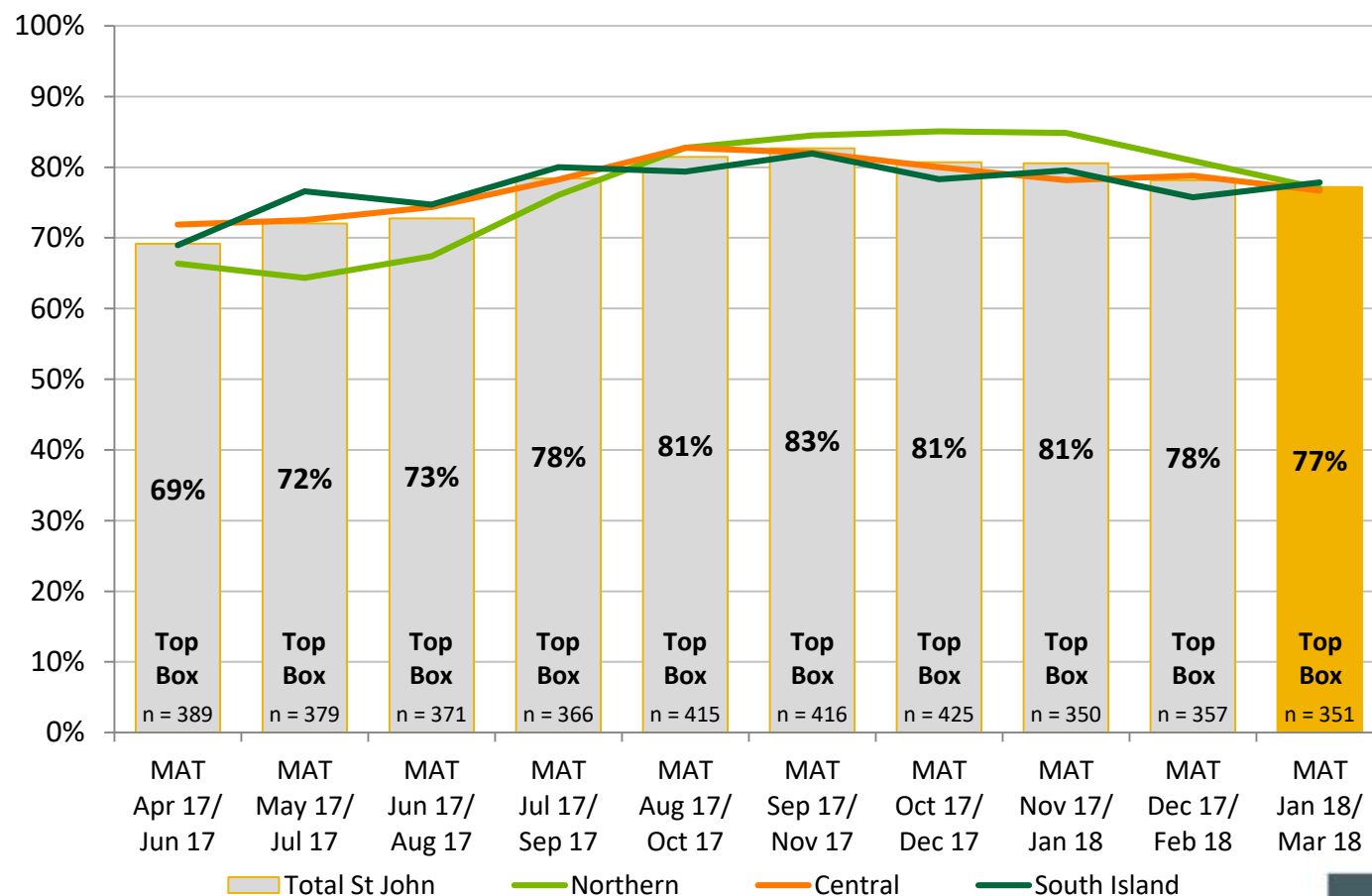


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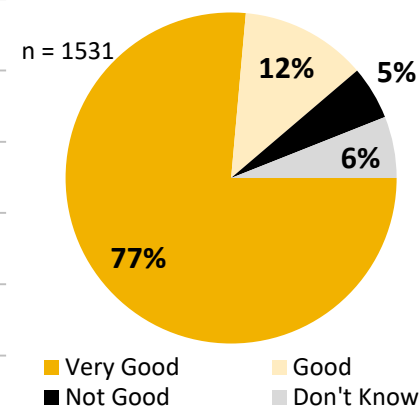
Initial Assessment & Communication.

Question 7:

How well do you feel the St John Ambulance staff **included your family / whanau in discussions** about your care and treatment. Rated on a 5-point scale from 'very poor' to 'very good' [Top Box].



Total St John: Average Scores:
Apr 17 - Mar 18

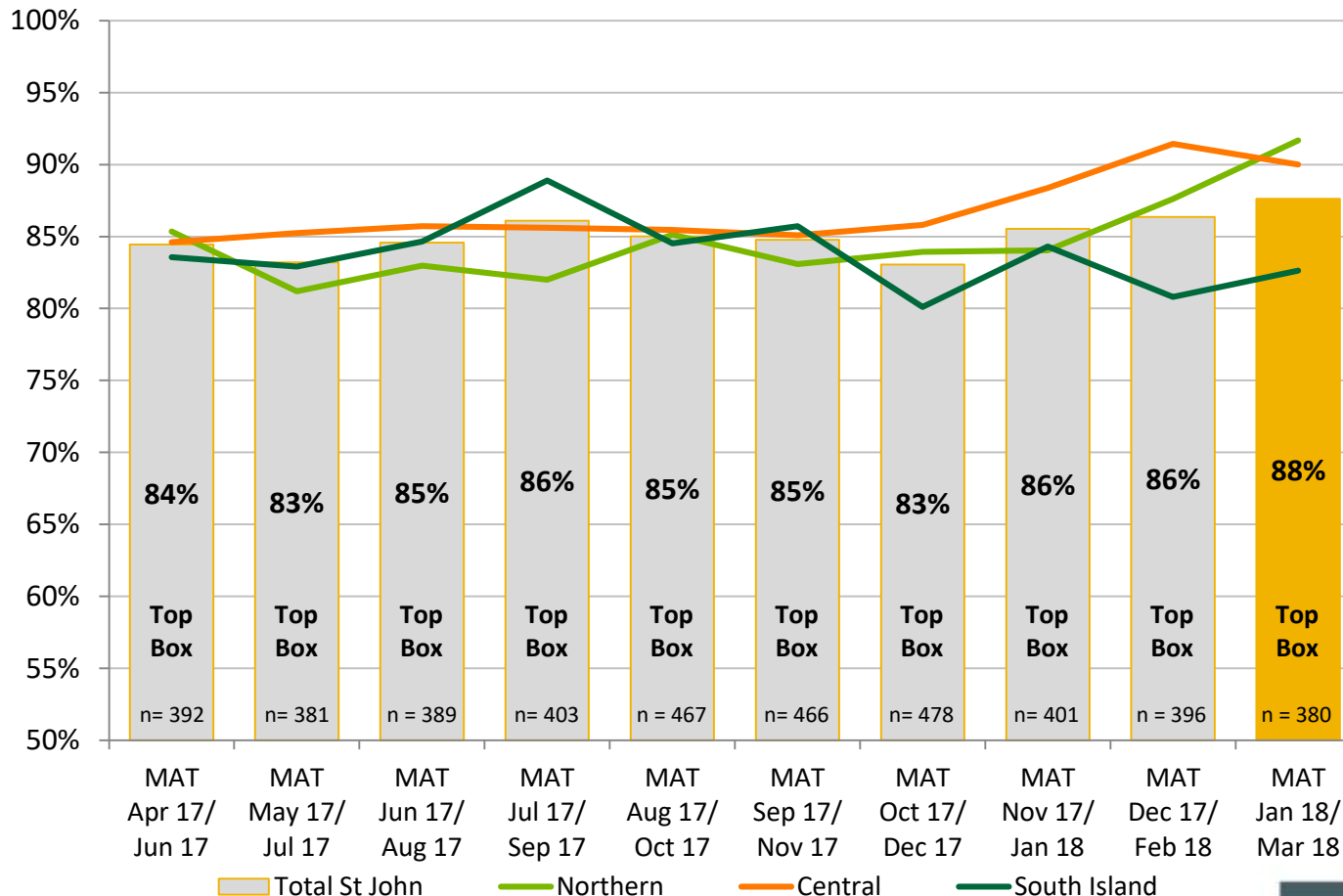


NB: the sharp increase in score from August 2017, is due to a change in the survey scale where we now include an option for "not applicable" and these responses are removed from the calculation.

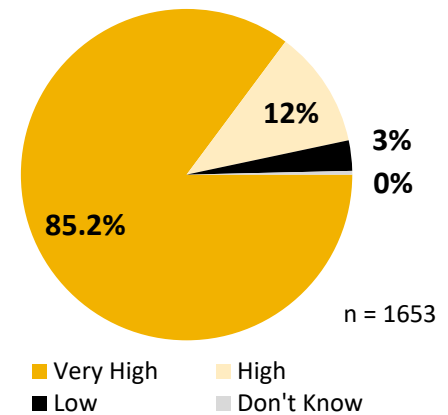
Initial Assessment & Communication.

Question 8:

How do you rate the level of **trust and confidence** you had in the St John ambulance staff.
Rated on a 5-point scale from 'very low level of trust and confidence' to 'very high level of trust and confidence' [Top Box].



Total St John: Average Scores
Apr 17 - Mar 18

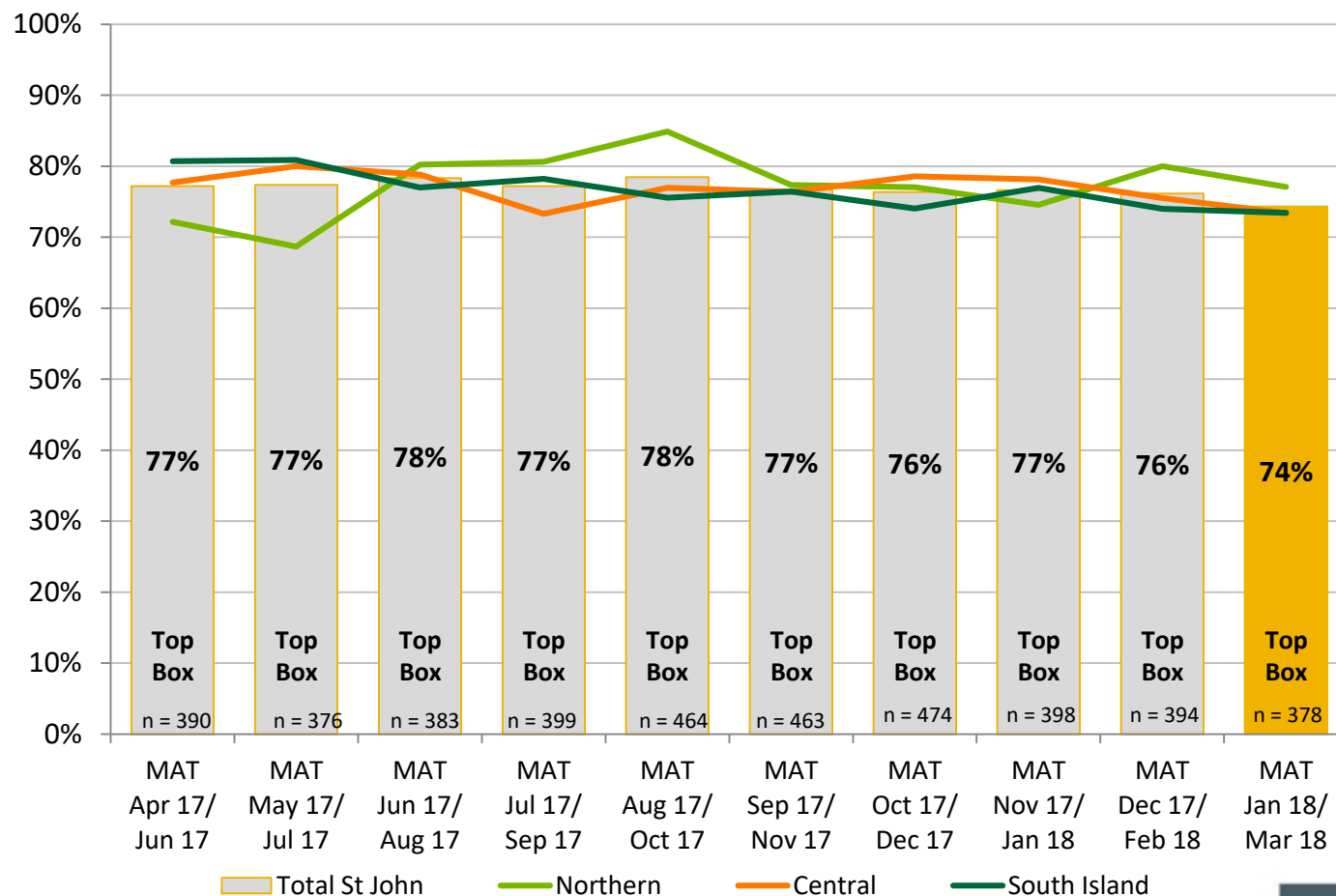


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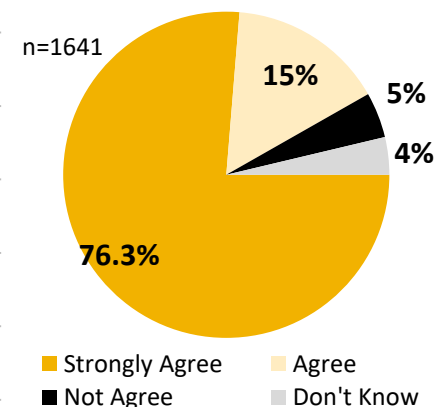
Ambulance Coordination and Journey.

Question 9:

Were you suitably advised about where you were **going to be taken** to and ways to have contact with your family / whanau? Rated on a 5-point scale from 'strongly disagree' to 'strongly agree' [Top Box].



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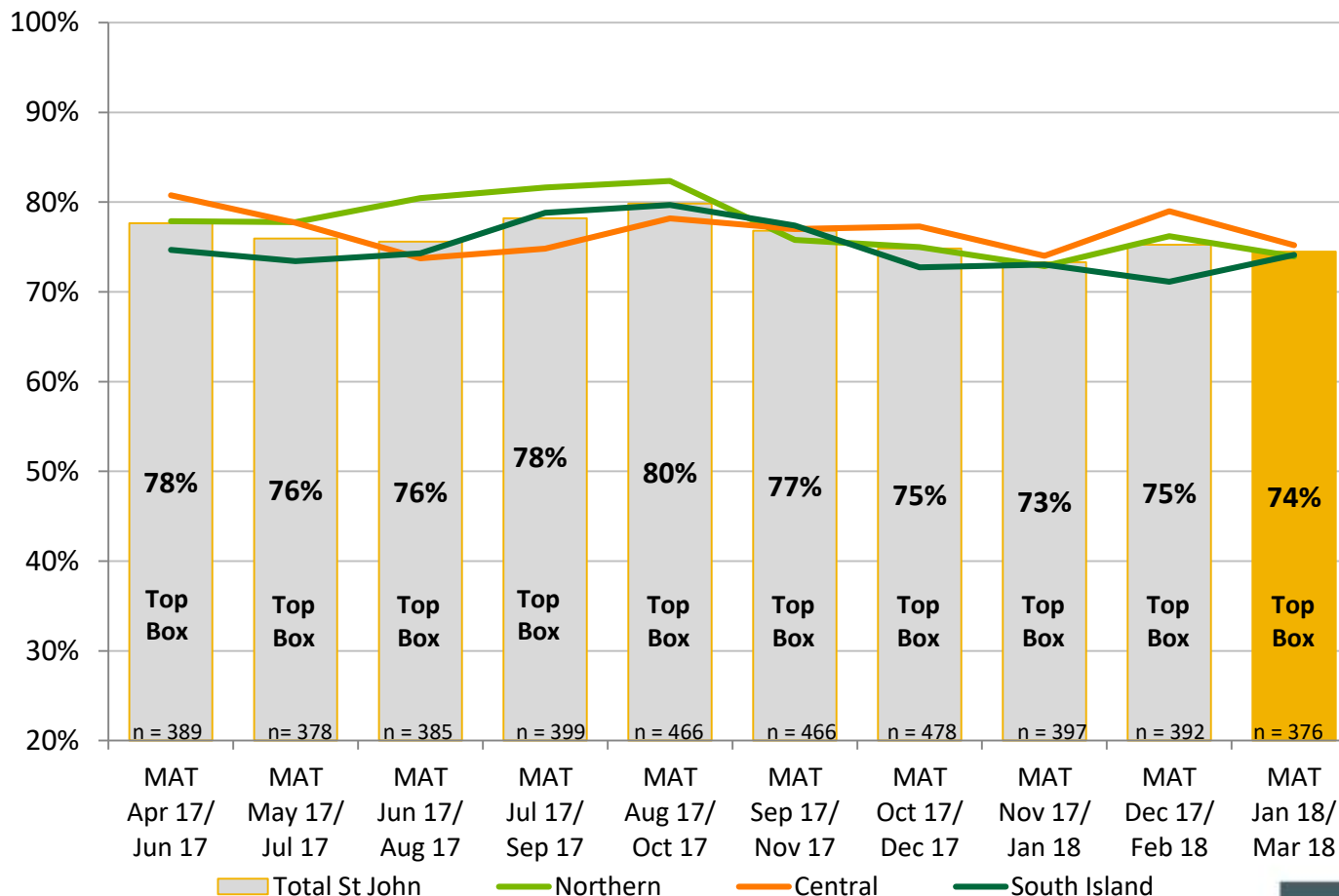


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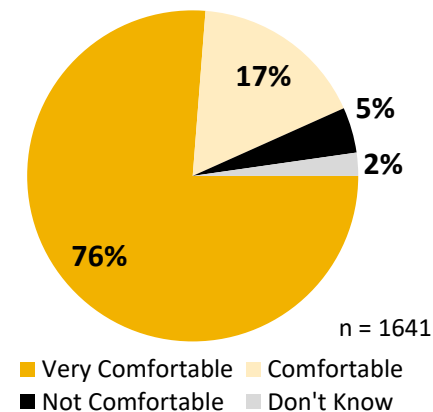
Ambulance Coordination and Journey.

Question 10:

Given the situation you were in and the local road conditions, can you rate your level of **comfort with how well the ambulance driver handled the vehicle** during your ambulance journey? Rated on a 5-point scale from 'very uncomfortable' to 'very comfortable' [Top Box].



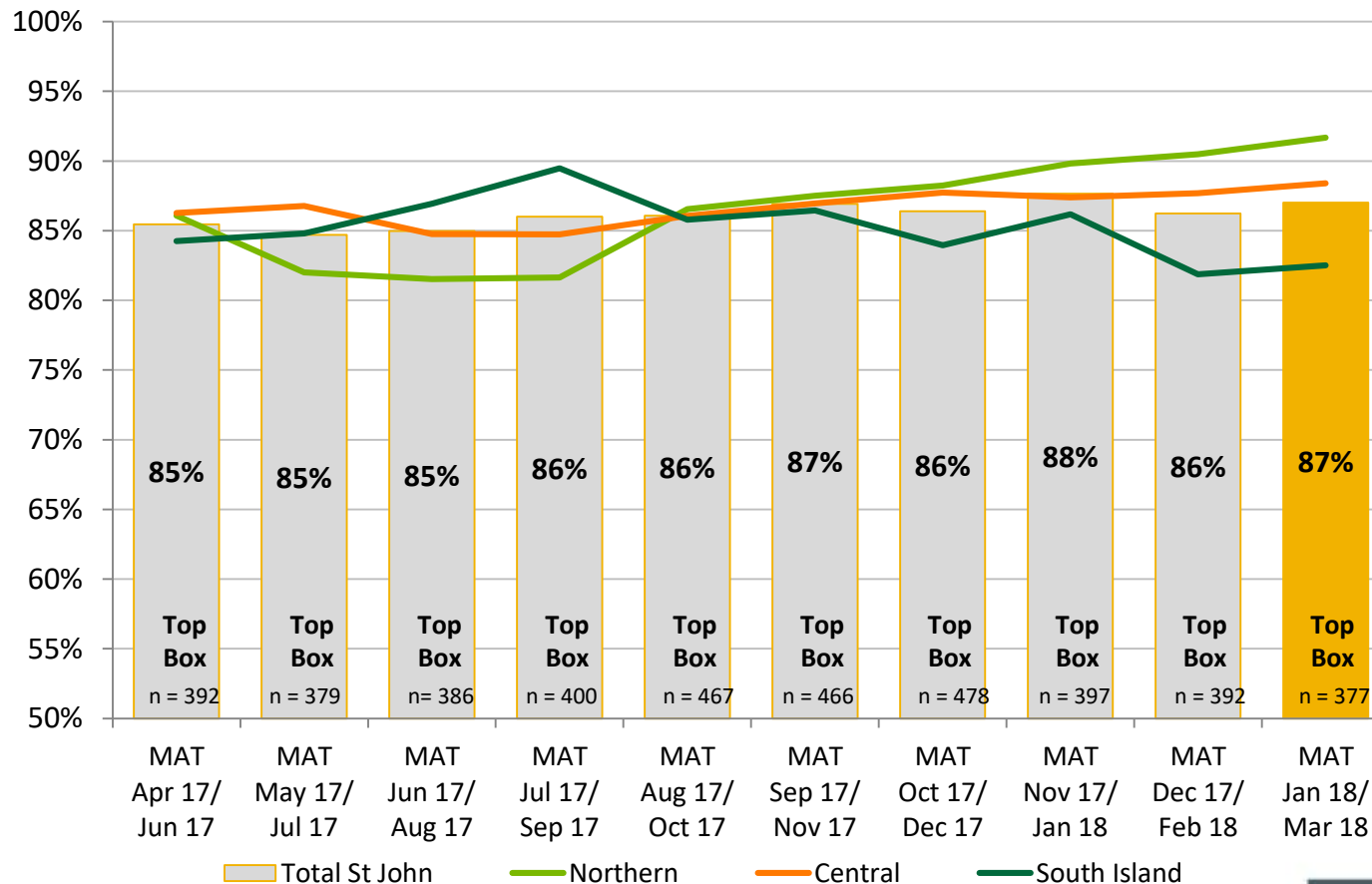
Total St John: Average Scores
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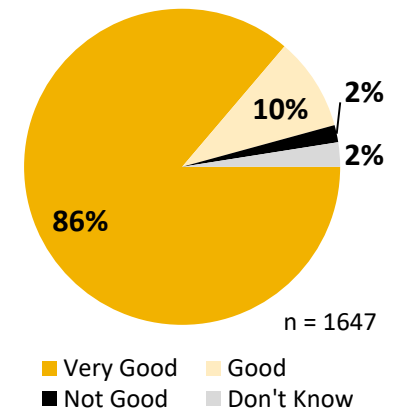
Ambulance Coordination and Journey.

Question 11:

Can you rate how well you felt the St John ambulance staff carried out the **hand-over to your next place of care**? Rated on a 5-point scale from 'very poor' to 'very good' [Top Box].



Total St John: Average Scores
Apr 17 - Mar 18

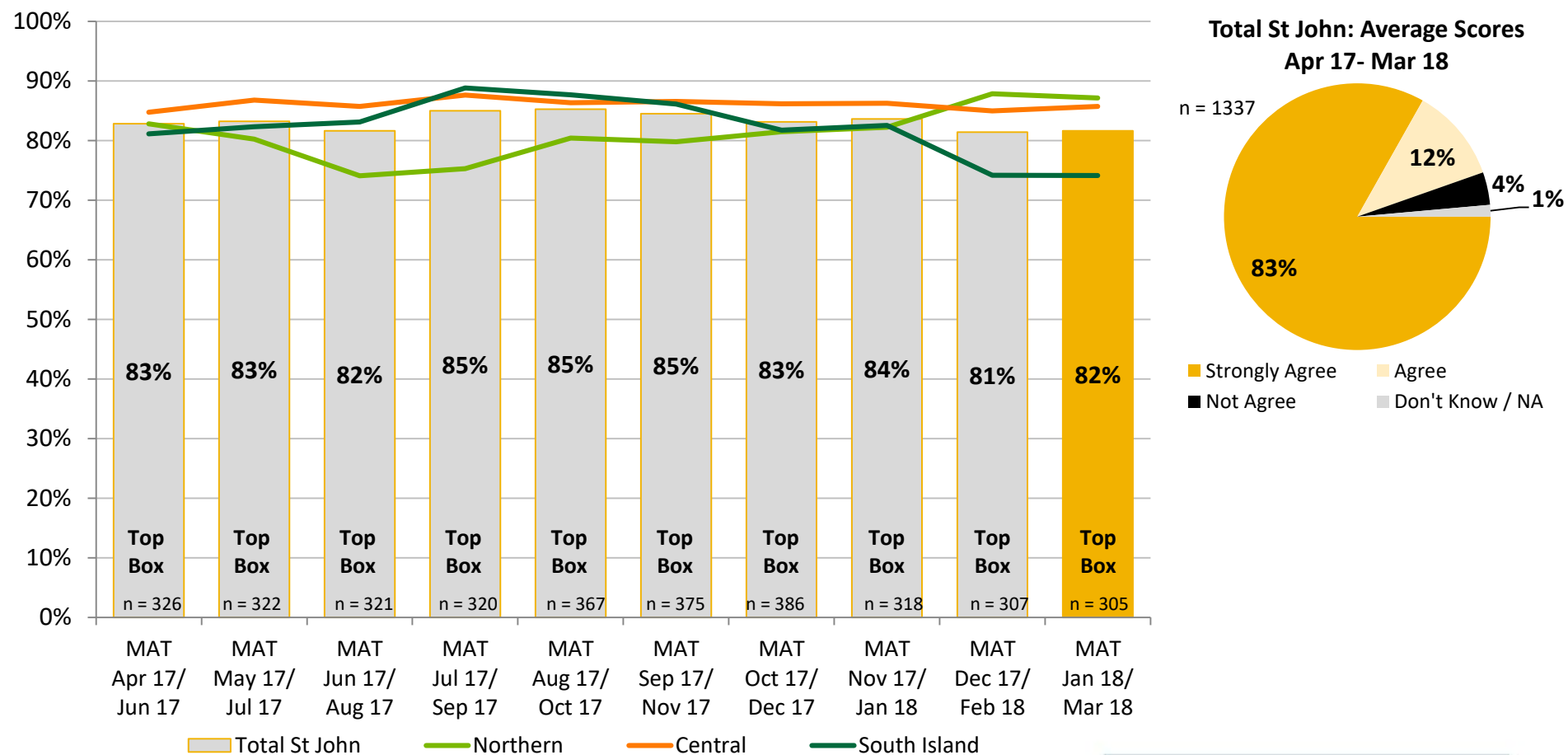


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Meeting Physical and Emotional Needs.

Question 12:

In your view, did the St John ambulance staff do everything they could to help **control your pain**, if any? Rated on a 5-point scale from 'strongly disagree' to 'strongly agree' [Top Box].

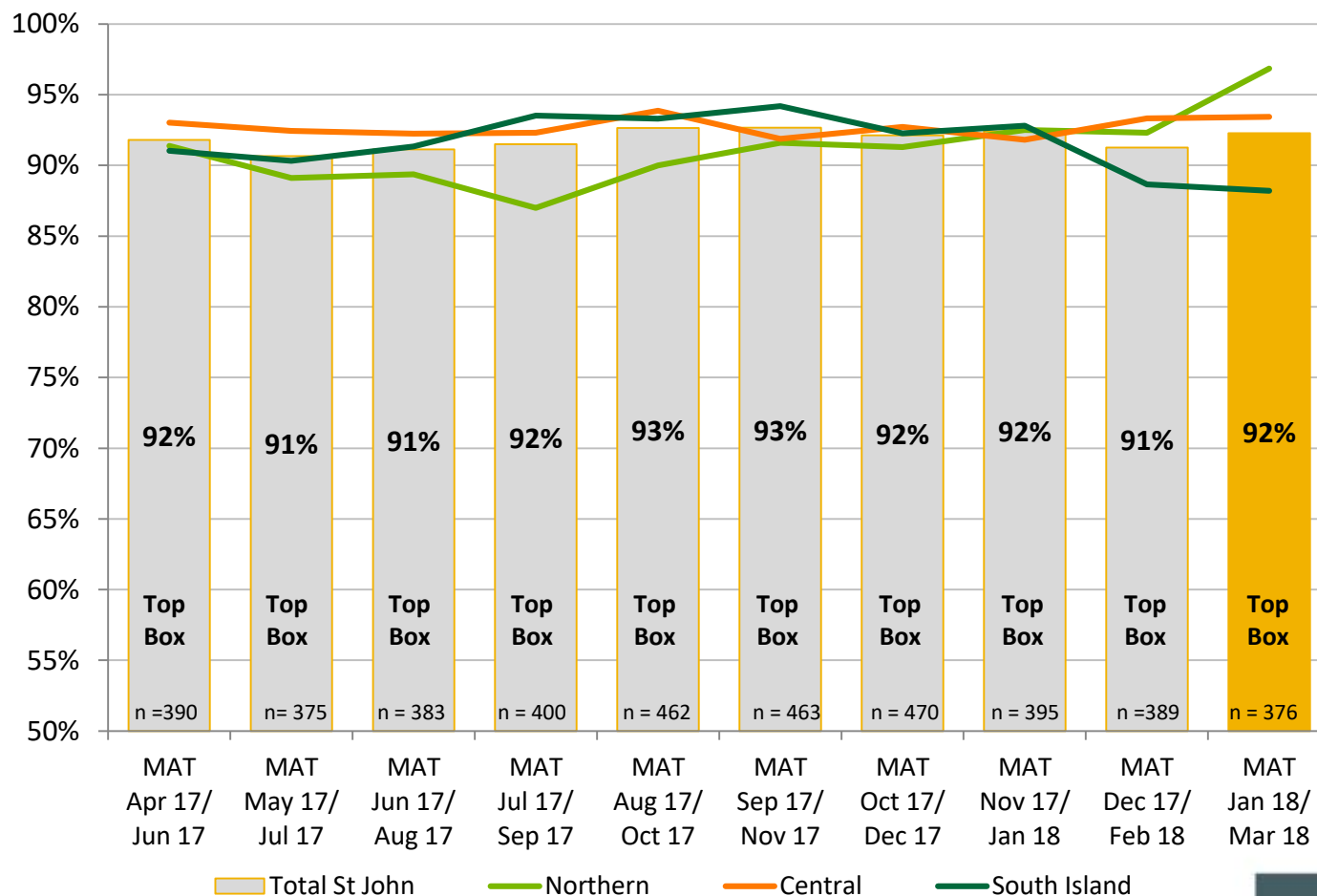


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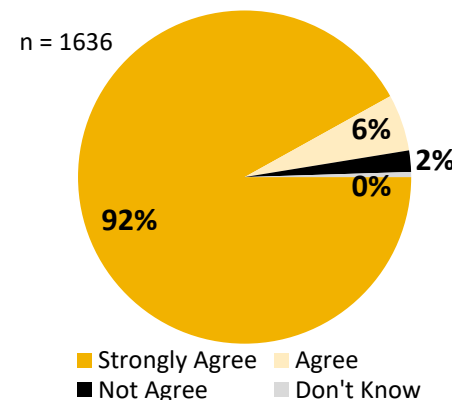
Meeting Physical and Emotional Needs.

Question 13:

Did you feel the St John ambulance staff **treated you with kindness and respect** while you were being cared for? Rated on a 5-point scale from 'strongly disagree' to 'strongly agree' [Top Box].



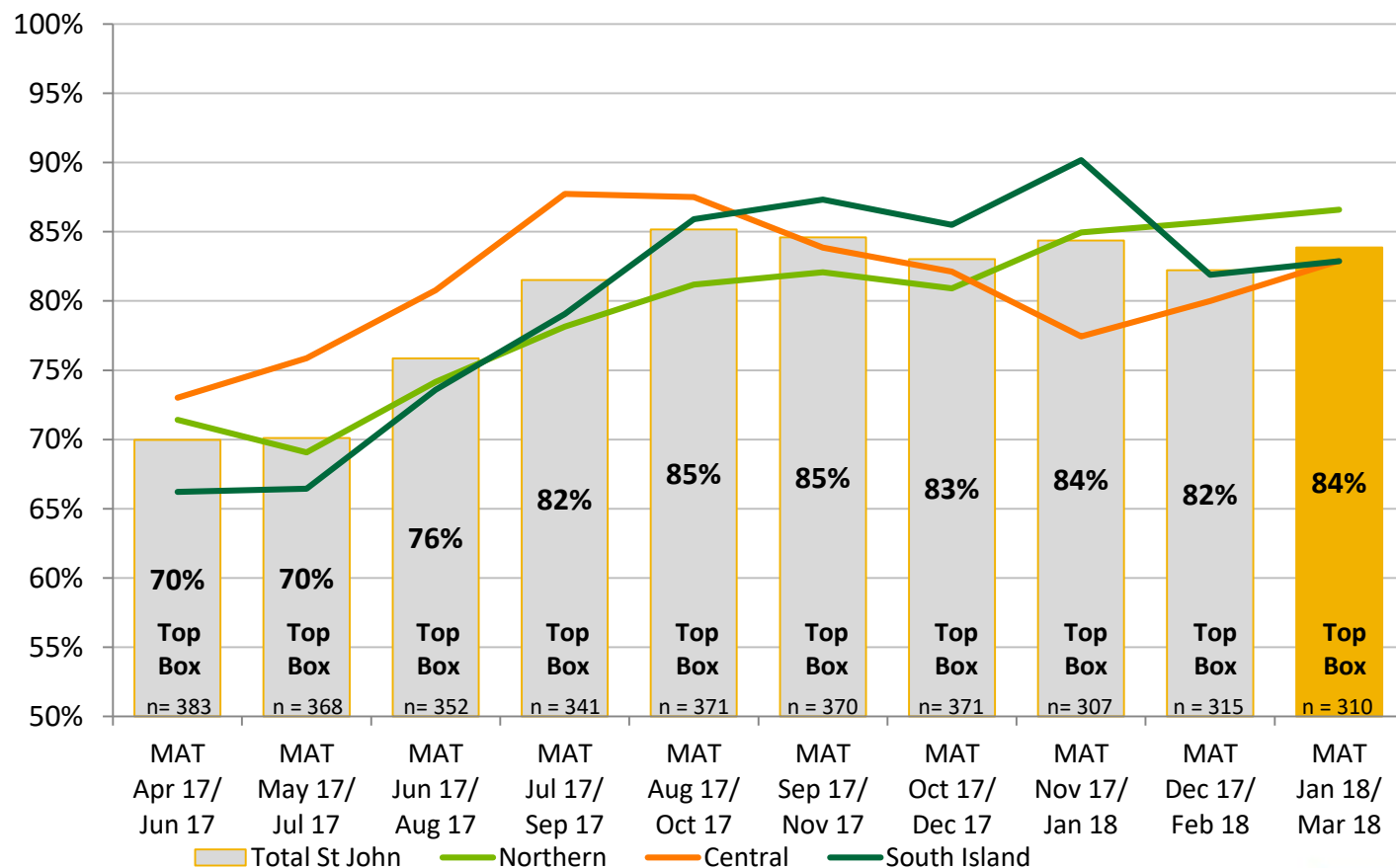
Total St John: Average Scores
Apr 17 – Mar 18



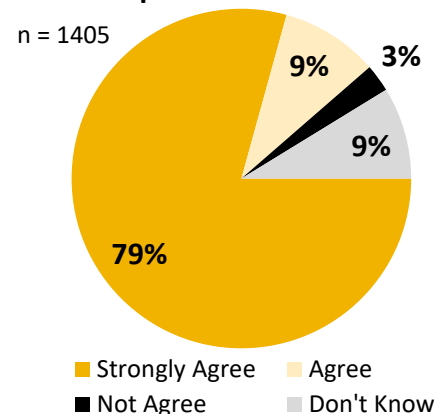
Meeting Physical and Emotional Needs.

Question 14:

Did you feel the St John ambulance staff provided services in a way that was **sensitive to your cultural needs**, including those of your family/whanau present at the time? Rated on a 5-point scale from 'strongly disagree' to 'strongly agree' [Top Box].



Total St John: Average Scores
Apr 17 - Mar 18



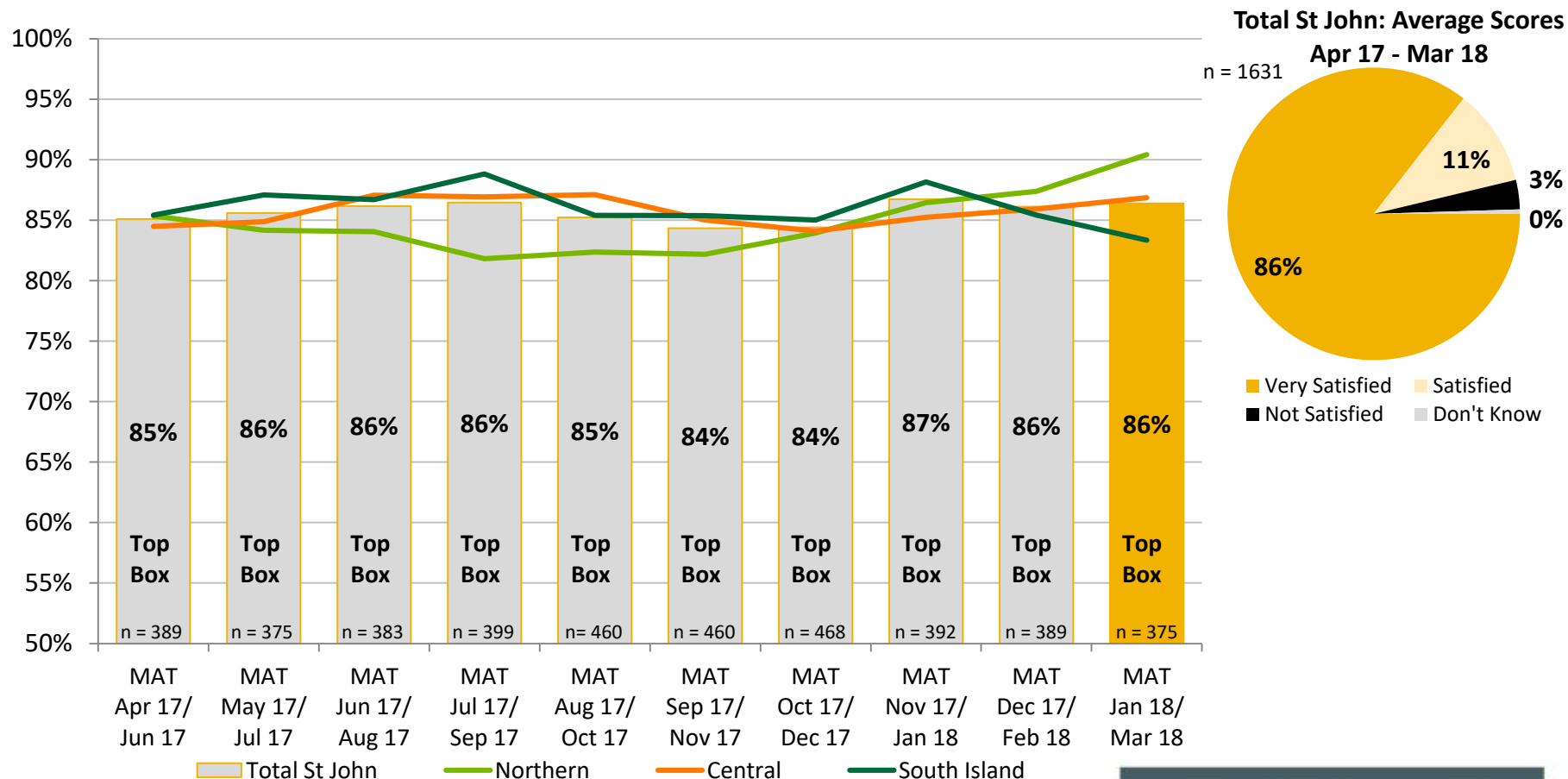
NB: the sharp increase in score from August 2017, is due to a change in the survey scale where we now include an option for "not applicable" and these responses are removed from the calculation.

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Overall Patient Experience.

Question 15:

How **satisfied were you with your overall St John experience** (from the initial 111 call through to delivery at the next place of care)? Rated on a 5-point scale from 'very dissatisfied' to 'very satisfied' [Top Box].



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Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Initial contact:

"Very quick, attentive attendance. There was some **hesitation while crew tried to get monitors attached and what to do**. I think the situation **more suited quick transport to hospital where the full length procedures could take place**." – *d South Island

"Usually excellent ... but last callout did not go to well from their end. **Telephone problems**." - *d South Island

"I have needed the ambulance several times and I have always been treated very well. I did not have to wait long for the ambulance to arrive." – South Island

"On previous occasions we have had to wait for up to an hour for an ambulance. So a 10-minute wait was a great improvement." – South Island

"**Too many filtering questions**. It appeared to my wife I needed help 'now' and needed to know ambulance was on its way." – *d South Island

"Personal alarm and response. I was happy with the experience and how St John dealt with it." – South Island

"Very satisfied. Excellent quick service. Thanks to Gore area St John." – South Island

"The **ambulance was sent from Waiuku instead of Papakura, which is why it took so long to arrive**. I had to get my daughter to phone them again, Other than that everything else was top notch." - *d Northern

"The speed at which the ambulance arrived at the house in a relatively rural location – was 1st class. The calibre and professionalism of both staff was excellent." – Northern

"You were dialled by my Pastor [?]. Your people talked about everything, made my trip easy and eased the worry." - Northern

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Patients' explanations.

Question 15a:

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[Comments abridged]

Initial contact [cont'd.]:

"Very professional and efficient service. Quick response to my town (Mangawhai) from Maungaturoto. The vehicle and equipment was clean and comfortable. The driver and attendant were nothing but exceptional on a long and testing drive to Whangarei. Superb operation and so well run and organised." – Northern

"I felt confident the 111 call would result in a quick response and it did. The two responders were friendly and professional and I felt safe in their care." – Central

"Prompt in collecting me and very attentive to my needs." – Central

"Do feel that **first contact person persists in asking questions** when one is feeling so yuk. Want to tell them to get on with it. Most annoying sometimes. **Could have more comfy beds in ambulance.**" – *d Central

"When the ambos arrive they always listen to me tell them my complex medical needs, read the last A&E reports and then into ambulance, pain relief started. Ambulance service for me is top notch." – Central

"It seemed a long wait till they arrived but learnt they had come from Stratford. Once here Peter and his co-worker were wonderful. No complaints. They gave comfort and caring and the change over at the hospital was great." – Central

"I commend the ambulance service that came to my house then transported me to Waikato Hosp. The rating no 5 I give is ok, but I think a 5+ is much better." – Central

"I have used your service twice. The first time my Doctor's Nurse called the ambulance and my grand-daughter came with me. The second time I called the service myself, knowing they would assess me and advise on a course of action. Which they did - taking me to hospital. Well done both times." – Northern

"The ambulance staff were fantastic, I was not able to communicate at the time but they were fantastic at letting my partner know what was going on as I could hear. They do a fantastic job." – Central

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Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Initial contact [cont'd.]:

"During the 111 call, advice/contact ceased before the ambulance arrived (over 10-minutes) - quite scary. Would be good to have support right through to ambulance arrival. Medic alarm system works well." - *d Northern

"The three girls who came to me were fantastic. My daughter met us at the gate. They stopped to let them see how I was. They made sure my daughter met us at A&E. I didn't get their names, but please thank them for me." – Northern

"I have had to call the ambulance 3 times. Each time I felt embarrassed having to call them, but each time they assured me I was doing the right thing. The staff were very kind and considerate. I feel quite safe in the knowledge that they are there if needed. I don't think they could improve on the care they gave me." – Central

"On the two occasions I have pushed my St John alarm, the response from telephone operators to the ambulance team were excellent. Great listening skills and very supportive." – Northern

"We felt comfortable in their care. Response time 5-minutes; much quicker than we thought." – Central

"I felt relief as soon as they arrived. They were very caring." – Northern

"In one instance it was because I was having the same nightmare. It was very frightening and I needed reassurance. It would be lovely just to have someone to talk to to discuss the situation and not feel that I have to request the ambulance." – Central

"The men were so kind. I have met them before, and made me feel like friends had come." – Central

"Call centre kept contact and reassurance going until the ambulance arrived at home. Officers listened to patient and provided reassurance, and seemed confident and professional which was calming." – Central

"Asked me re my problem, listened and advised. Did not rush me at all, and helped me." - Northern

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Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Initial contact [cont'd.]:

"This reply is after my calling St John and in answer to my statement "power is off", was told this was an "event". However the query was asked about my condition and I didn't have any breath to say I was on 24-hour full-time oxygen - **so no one came**. I was unable to fit the fitting on my portable cylinder so was without oxygen until the power came on." - *d Central

"I felt reassured by the team attending me in my home. I also was made to feel I was not wasting their time and was in genuine need of help. Lovely people, doing a great job." – Central

"I needed to get from City Med to Auckland Hosp. The two young men who picked me up could not have been more caring or more professional. My first ride in an ambulance turned out to be a real pleasure. I needed the service, I was in pain, but it was still a pleasure to meet the two young men." – Northern

"I was in pain, a lot of it, so the transit was expedited promptly, which was all I wanted." – Northern

"Both male and female staff ambulance people were friendly and efficient. The telephone operator was also helpful and accurate with their arrival time." – South Island

Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Subsequent processes:

"Staff were clear in their communication with us and sensitive to my infant sons needs. The only thing I would say is **riding in the ambulance with only a strip of visibility around the top of the vehicle was disorientating.**" - *d South Island

"Given that I did not know what was wrong with me, I felt relieved that I was in competent hands. Once I was in the ambulance, a staff member asked me what my pain level was on a scale of 1-5 (or was it 1-10?) in order I suppose to consider pain relief. **I found it very difficult to put a numerical rating on my pain. I would have more easily have answered "quite bad/really bad/awful/terrible" or whatever I might have come out with at the time.**" - *d South Island

"The **ambulance officer was a bit stressed**, driver was fine. She was **more forthcoming with an explanation than the guy in the back.**" - *d - South Island

"The St John staff were fine. **The ambulances are not the most comfortable.** The hospital leaves a bit to be desired, you are just a number and need to take their computers away and listen to the patient. I was a physio." - *d Northern

"I have used the St John ambulance on several occasions (3-4) during the last two years. My transport from home to hospital has always been carried out by staff in a professional and caring manner. At all times reassuring me through pain etc. On occasions I have had very in-depth conversations regarding my condition. Very satisfied with work performance of St John staff." - Northern

"The driver was extremely satisfactory in every way. The **other staff member was rather inconsiderate re my condition** and didn't think I would be admitted and I wasn't but spent the day there being examined, x-rayed and thoroughly checked by Doctor and soundly advised by the Clinical Nurse specialist who also initiated home help." - *d Central

"Over all the service was great . All the bumps didn't help much though. I realise this is not the fault of staff but the roading conditions." – Central

"During my time in the ambulance, the staff who worked at the time provided a good quality service, i.e. ask questions, explain my situation etc." - Northern

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Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Confidence:

"I cannot fault St John, they are very dedicated people." – South Island

"Both ladies were very pleasant and did their best to keep me comfortable." –South Island

"They worked really well with me." – South Island

"As a parent I find the service amazing, caring, helpful, knowledgeable. Puts me at ease. Many thanks." – South Island

"Could not fault time of response - calmness of St John staff – the care I received. Although not the fault of St John the area at the ED dept. on arrival is not really fantastic. I was left where other patients could bang into me until a cubicle was found." – South Island

"I felt that what was provided was excellent." – South Island

"Ambulance staff exceptional - friendly, positive, taking charge without causing panic and reassuring. **Call centre clearly works from a script which has caused additional stress.**" - *d Northern

"They provide excellent service to client. Very reliable and professional in their job." – Central

"Had ambulance many times - found staff extremely kind and very professional. We are extremely lucky you have such people looking after us. Appreciate chance to say thank you." – Central

"I felt the staff were amazing. There are things I can't remember at the time, but I know they did everything possible to help me on that day. It's such a great service. This was my first time in ambulance." – Central

"I have been with St John on many occasions and they have been very good. Recruit more ambulance staff urgently and give the present ones a pay rise." - Central

Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Confidence [cont'd]:

"I couldn't fault the whole service I received and would recommend the service to everyone." – Central

"When I call 111 (for my husband) I am worried and upset. The ambulance staff take over and I feel confident with the care, testing and decisions. They are so good." – Central

"Cannot do any better. Excellent service." – South Island

"Always very considerate officers and reassuring making you feel an important patient." – Central

"They were very competent and gave me a feeling of confidence that everything would be alright." – South Island

"St John - what can you say – great." – Central

"Very impressed with the professionalism of the crew. The ambulance itself is comfortable to ride in vs hard suspension." – Northern

"All of the staff who tended my wife were excellent as she was in so much pain, having cancer and steel rods in her back and hip. They did a great job." – Central

Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Thoroughness:

"I awoke in the ambulance after passing out. When I came to, the ambulance staff told me what had happened, told my daughter to come with us, gave me anti-nausea drugs and reassured me. Handover was prompt, friendly and considerate." – South Island

"Job well done." – South Island

"Wonderful team. Thank them." – South Island

"Absolutely brilliant in everything they did for me." – South Island

"From the reassuring manner of the 111 handler to the reassuring ambulance staff, I felt I was in good hands. I needed to vomit on the way to hospital and that was dealt with in a very dignified way." – South Island

"St John – [I] was very satisfied with the care and protection I received from them, from the moment they arrived at my home until I reached the hospital." – South Island

"Good service all 'round." – Northern

"Very satisfied with all the help they gave, very helpful to my wife as well. Thank you and all the staff." – Northern

"The service is 6-star plus. A wonderful service from wonderful people." - Central

"At no time did I feel disrespected or belittled. The staff were thorough and reassuring." – Central

"My condition was clearly explained and steps taken to prevent any damage that might have occurred with my heart. My family were also advised as to what was happening. Couldn't fault the ambulance staff." – Central

"Both were very good attentive to my needs." - Central

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Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Thoroughness [cont'd]:

"The entire team were very good to me and my family friend who called for the ambulance. I could not thank them enough." – Northern

"All staff were absolutely wonderful. I was so grateful. Thankyou." – Northern

"As said they were thorough, gave me medication to stop vomiting and quell nausea, Got a chair to take me downstairs. I was in safe hands. Very professional." – Northern

"The staff showed confidence and were fully competent in the way they took care of me and were attentive throughout the journey to Waitakere Hosp. I felt they were in full control of the situation." – Northern

"The staff were great, very professional, pleasant and competent. My needs and expectations were completely met. Job well done." – Northern

"Very satisfied with the experience and the ambulance girls made it an easier experience." – Central

"The staff were very thorough in their treatment and care provided.' - Central

Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Care:

"I was in a huge amount of pain, panicked and not coping very well with my situation. The staff were so calm and friendly towards me and made the situation much easier to cope with. This being my first time in an ambulance, I was grateful to them for their understanding." – South Island

"The ambulance drivers were wonderful and kind to my unwell 3-year old boy. Thank you." – South Island

"Excellent service, very personable and caring. Could not do without you." – South Island

"As a ex carer I have a lot to do with St John and always found their care very satisfactory." – South Island

"I had a kidney stone blocking the ureter which gave me a bad bladder infection so I was not quite with it. Everyone was very helpful and caring." – Northern

"They were very caring and made me feel calm." – Northern

"They were very kind and caring while dealing with the situation." – Northern

"The St John ambulance staff were very caring and kind. They showed respect and catered to my cultural needs. Very good to my whanau, I could not have had better care." – Central

"The ambulance staff were brilliant and I really appreciated that they said good bye when they left the hospital. As for the time it took for the ambulance to arrive, I had no expectation - it was after all, a Friday night." – Central

"The staff were extremely kind and respectful." – South Island

"The ambulance staff were caring people who kept myself and daughter informed on what they were doing." - Central

Patients' explanations.

Question 15a:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.
[Comments abridged]

Care [cont'd]:

"All the staff were very caring, sensitive and reassuring." – South Island

"Your staff have always treated me with utmost care and respect, not only towards myself, but also to my family. My husband and I are very grateful to you and your staff." – Northern

"I felt well cared for. They listened to my concerns. Well done." – Northern

"The staff on the ambulance are very kind and helpful in Greymouth." – South Island

Always found St John staff helpful and caring and very respectful." – Northern

"St John was very helpful. Their care was excellent." - Central

Patients' explanations.

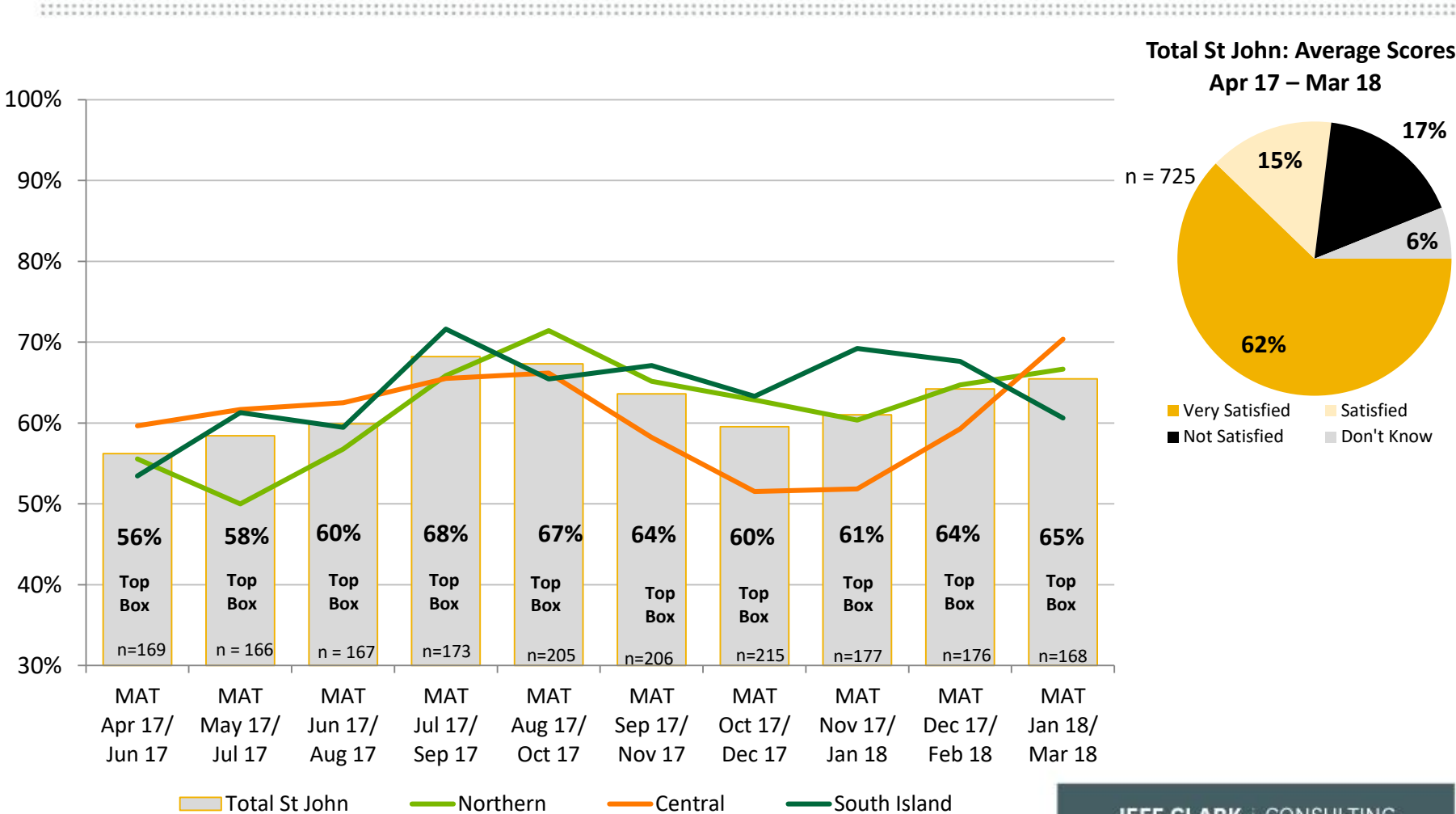
Question 15A:

Patients' explanations for ratings including positive feedback as well as what St John could do better for their patients. Sample verbatim comments are grouped into some specific areas.

Specific areas	Number of comments	Positive comments	Deviations	Deviations prior month	Deviations prior quarter
Initial contact	34	27	7	6	8
Subsequent processes	9	4	5	4	15
Confidence	19	18	1	-	1
Thoroughness	19	19	-	3	3
Care	17	17	-	1	3
Regions					
Northern	30	26	4	3	8
Central	36	33	3	6	10
South Island	32	26	6	5	12

Part Charges

Question 16a:
 How satisfied were you with the **part-charge invoice process** including St John communications and the payment options provided?



Part Charges.

Question 17:

In a couple of sentences could you please explain why you gave that rating? Please include any areas you feel we could improve the part-charge invoicing process.

Part Charge/Invoice process:

"The invoice was sent to us. When I rang and quoted our ACC number office staff redirected it." – *d South Island

"Small price to pay for peace of mind the service provided. Also, it was a letter of explanation rather than a letter of demand." – South Island

"I had no problem with the part invoice as I believe you can't put a price on your, or loved one's health." – South Island

"Just keep doing what you're doing." – South Island

"**I didn't know I would receive a bill** and it is quite costly for me." – *d South Island

"Could be **cheaper and more affordable.**" - *d South Island

"I am a beneficiary so **very expensive.**" – *d South Island

"The part charge covers the great service and care that you give." – South Island

"I had let our membership lapse, then we rejoined. We are very happy." – South Island

"My first experience with St John ambulance. The service was for my mother - now deceased. I accompanied her on the ambulance." – Northern

"Very happy to pay the charge and get to hospital quick to be in good care." – Northern

"The invoice was very clearly laid out and easy to understand." – Northern

"A fair price for an excellent service." – Northern

"We were happy to pay for the great service." - Northern

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Part Charges.

Question 17:

In a couple of sentences could you please explain why you gave that rating? Please include any areas you feel we could improve the part-charge invoicing process.

Part Charge/Invoice process

"I was happy to pay. However, I was never sent an original invoice (or it was misplaced). All I ever received was the gentle reminder that my invoice was unpaid. No problem, it was immediately internet banked." – Northern

"St John services are excellent." – Central

"Oh! I actually think **the charge amount should be conveyed prior to [the ambulance] coming out.** I didn't want the ambulance to come, I was just ringing for advice. They made the call to come." - *d Central

"The invoice process was clear and the amount was fair. I appreciate it is a struggle to fund your organisation and that is why I donate once a year." – Central

"I mean to be a member of ambulance service so don't have to pay the full amount of money." – Central

"Was happy with part charge as being on a benefit, I wouldn't have been able to pay the full costs." – Central

"I wasn't told an invoice would be sent out, but are happy to pay this for your services." - *d Central

"The charge is payed for by BUPA and they [use?] the ambulance regularly." – Central

"My new address had not been recorded - but partly my mistake." – Central

"If you had a rating 1/10, I would give a '10' - that's how good I think that ambulance crew was." – Central

"My situation was taken care of very well, so I was very satisfied with St John's professional attitude towards me as a patient." – Central

"I could afford the cost, and as the service was life-saving, I am very appreciative." – Northern

"User pays. They do a wonderful service, so we should be paying." – Central

"Payment well and truly justified by the great service given." – South Island

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Part Charges.

Question 17:

In a couple of sentences could you please explain why you gave that rating? Please include any areas you feel we could improve the part-charge invoicing process.

Part Charge/Invoice process

"I understand why it is done, but I would just like to know if that money goes to the team that were actually helping me that day. They are the ones who deserve it." – Northern

"Invoice sent in spite of having/using medical alarm. As name had been misspelt. Speedily sorted though, thank you." - *d Northern

"St John do a fantastic job." – Northern

"It was fair and reasonable." – Northern

"Very happy with charge. Just to get hubby to hospital asap." – Central

"I thought the charges were very reasonable for the service provided." – Central

"Recently spoke with person at St John requesting the total amount owing for the transport to hospital. In all cases it was family members who called the ambulance, and my GP. I would be prepared to make a payment to clear my debt and also apply for a medical alarm." – Northern

"St John needs all the funding and I don't have a problem paying a part charge." – South Island

"I am a member of ADT, so no problem." – Central

"The invoice clearly set out the reason for the charge." – Northern

"Would be good if there were **options to pay the bill in part payments**, especially for single mothers." - *d Central

"Poor - because I have been a financial contributor to you, and there was a legacy. Now all cancelled because **if I had paid \$50 the ambulance would have been free.** I contribute more per year; it doesn't add up. PS - I don't mind paying.'" - *d South Island

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Part Charges.

Question 17:

Patients' explanations for ratings including positive feedback as well as what St John could do to improve the part-charge invoicing process . Sample verbatim comments are grouped into some specific areas.

Regions	Number of comments	Positive comments	Deviations	Deviations prior month	Deviations prior quarter
Northern	13	12	1	2	9
Central	15	12	3	3	10
South Island	12	7	5	2	9