



## Stories in summary

### About this report

**This report shows summary information about a selection of stories published on Care Opinion.**

It was created on **21 November 2019**.

### Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes All stories.

The report is also filtered to show only All stories about Scottish Ambulance Service submitted on or after 01/11/2018

### Frequently asked questions

**How is story criticality rated?**

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

**What do the story counts mean?**

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

**What does "most popular" mean?**

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

**Why might unexpected services appear in my report?**

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

### Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a **Creative Commons** licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under **Crown Copyright**.

### About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

**For more information**, contact us via: <https://www.careopinion.org.uk>

This report summarises **160** stories

To date, the stories in this report have been viewed on Care Opinion **33,409** times in all

### **These are the three most popular stories, out of all the stories included in this report**

*You can click the story title to see the story online*

#### **Papa's passing at A&E - 951 views**

Posted by **Emmms** as a relative 7 months ago

My papa was rushed to A&E Crosshouse following a heart attack and cardiac arrest at the end of February this year. My papa unfortunately passed away shortly after arriving at A&E department, we were taken care of by staff nurse Clare, who could not have been more caring, empathetic and respectful to myself and my family when giving us the news of papa's passing. She gave us time to process the news of my papa's death and allowed us to have...

#### **Care following a cycling accident - 781 views**

Posted by **ADCW** as the patient 11 months ago

I was delivered via ambulance to Aberdeen Royal Infirmary one morning late November 2018 following an unscheduled and not very well executed demount from my bicycle.

The ambulance crew, from Alford Ambulance Station, (Greg and Lynn) arrived promptly and were extremely kind to me. The much-needed 'gas and air' was administered without delay making the transfer into the ambulance as comfortable as possible. Lynn expertly negotiated the rough...

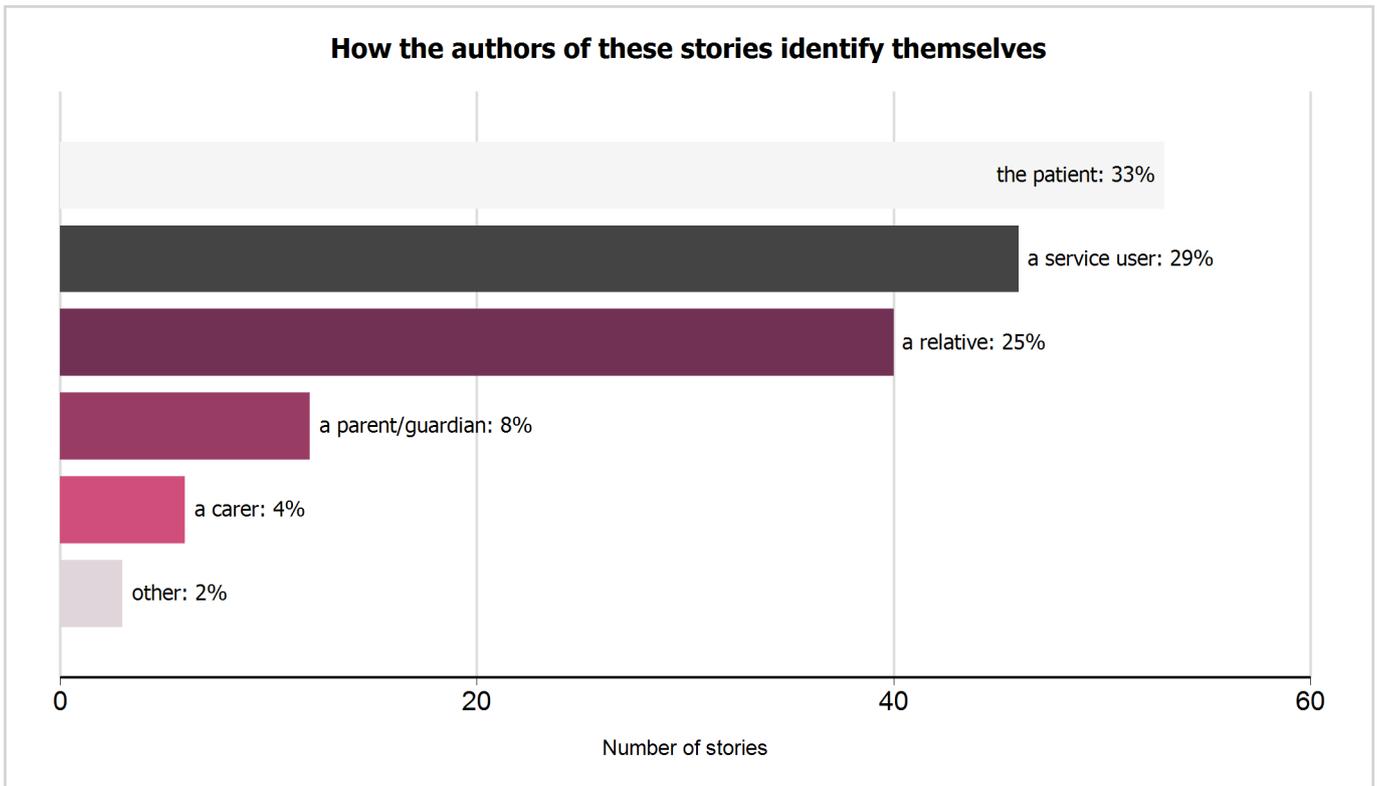
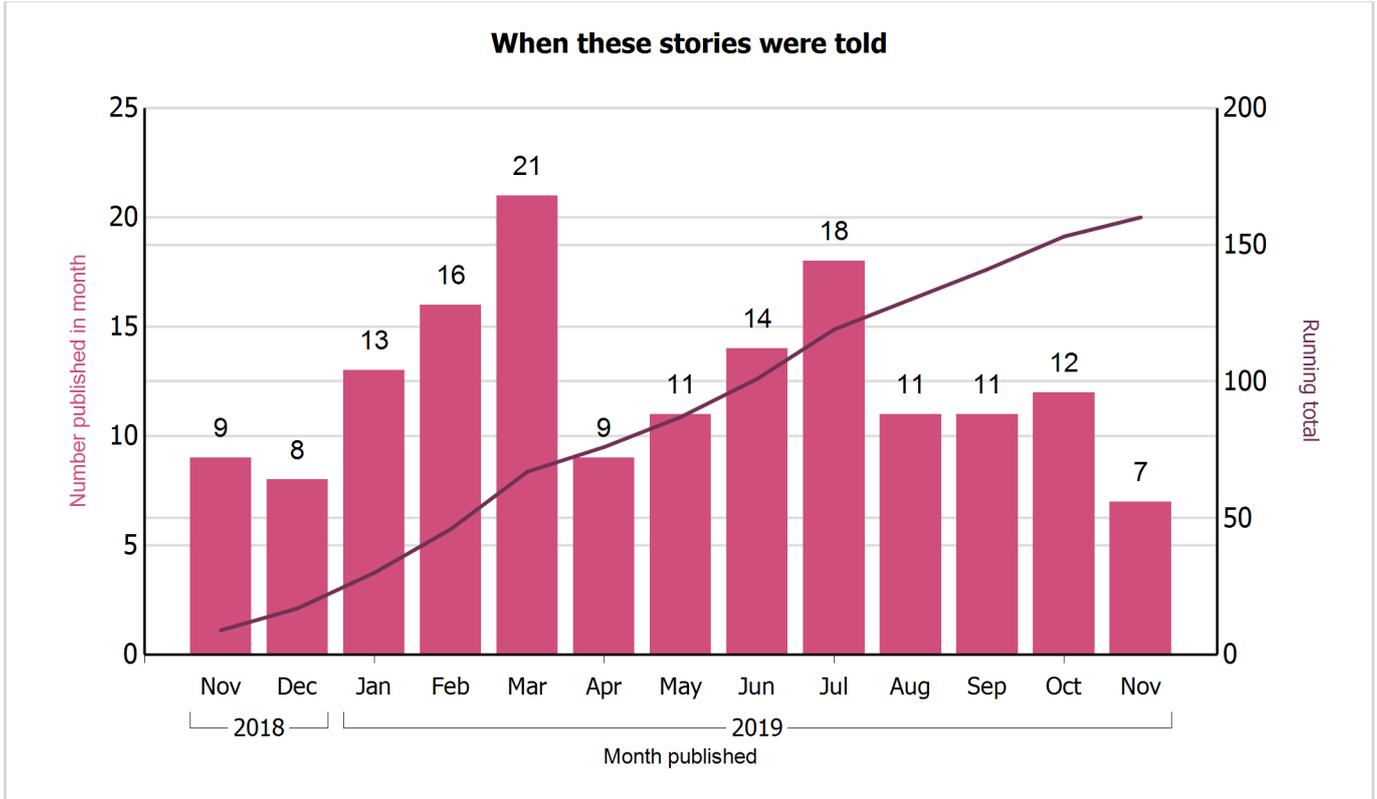
#### **Team work in Mum's treatment - and a lost wedding ring! - 674 views**

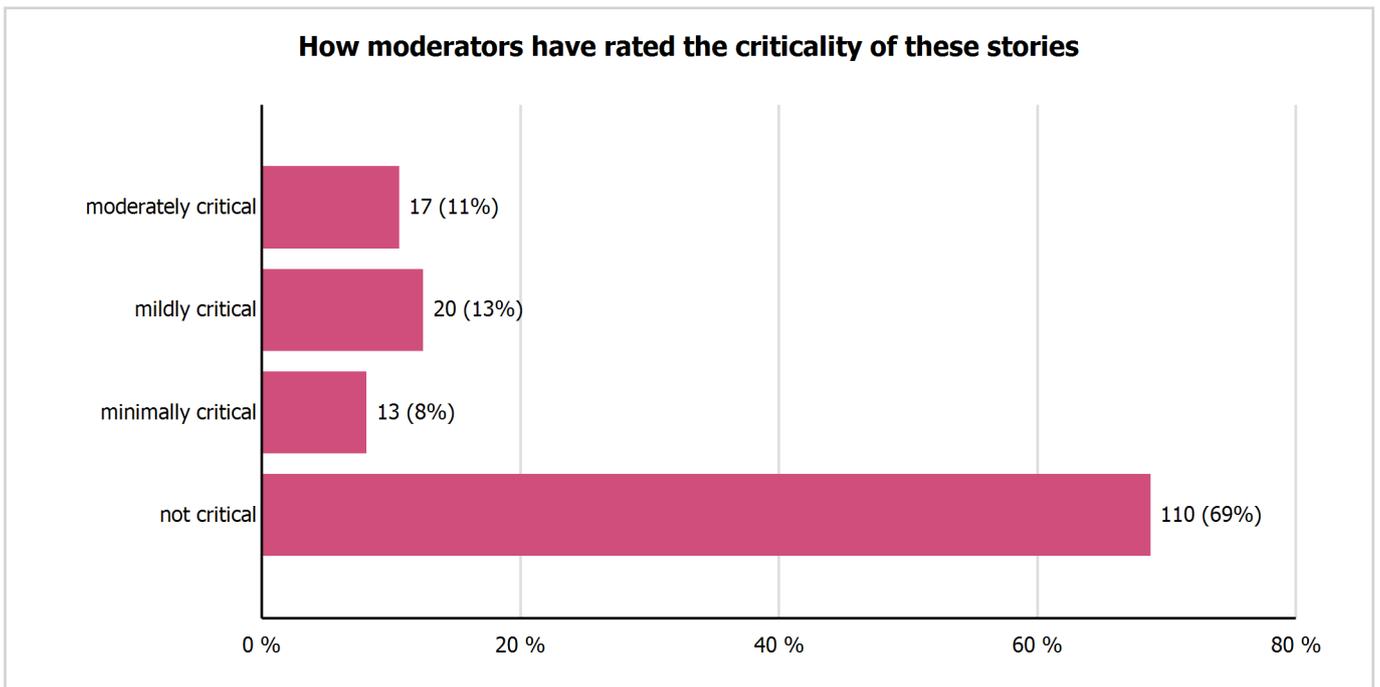
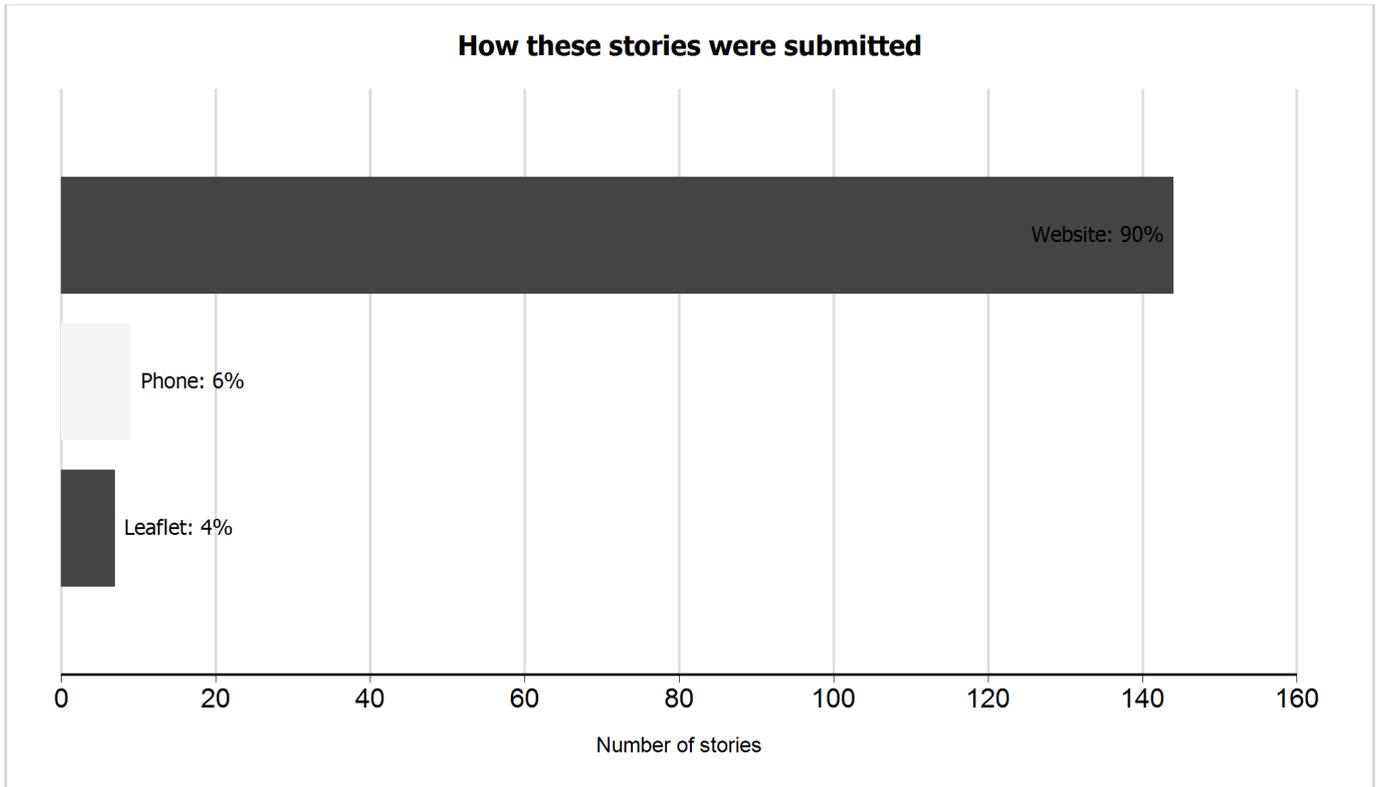
Posted by **Manzana** as a relative 3 months ago

Mum had repeated painful warfarin related bleeds inside her knee due to a weakness following knee replacement surgery many years before. This led to yet another admission to the orthopaedic and elderly care wards. The range of people involved was amazing and I had noted down some names at the time.

Dr Tomlinson and staff at Modyrvale Practice for excellent advice when we phoned.

Martin, head ambulance guy at Shotts and partner for...





NB: criticality scores are assigned by moderators (not the public) to stories to support our alerting service. They are assigned *per story* not *per service*, so may reflect criticism of services other than your own. We provide them here purely for information, with these caveats in mind.

### Where these stories have come from

NHS Lanarkshire	31	
NHS Ayrshire & Arran	26	
NHS Lothian	16	
NHS Greater Glasgow & Clyde	15	
NHS Fife	15	
NHS Grampian	13	
NHS Forth Valley	13	
<b>Unknown</b>	<b>10</b>	
NHS Borders	8	
NHS Tayside	5	
NHS Highland (Health)	3	
NHS Dumfries and Galloway	2	
NHS Northumberland CCG	1	
NHS Stafford and Surrounds CCG	1	
NHS Western Isles	1	

### Most common tags added by authors to these stories

#### What's good?

paramedics	60
staff	43
Care	41
friendly	20
professional	20
caring	19
compassion	15
kind	14
nurses	14
professionalism	13

#### What could be improved?

communication	9
patient transport	5
food	4
waiting time	4
ambulance wait	3
wait for ambulance	3
access to refreshments	2
assessment	2
Care	2
compassion	2
diagnosis	2
Discharge wait	2
discharged too soon	2
explanations	2
listening	2
long wait	2
manner	2
policy	2
response	2
staff attitude	2
using my name	2

#### Feelings

thank you	63
grateful	21
reassured	14
safe	12
Thankful	12
at ease	11
cared for	11
let down	7
relieved	7
disappointed	6
given up on	6
gratitude	6
impressed	6
put off	6
supported	6

wait time 2

<b>Services the stories are about</b>	<b>Number of stories</b>	<b>Latest story</b>
<b>Scottish Ambulance Service</b>	<b>160</b>	<b>19/11/2019</b>
Ambulance Control Centre	6	28/10/2019
Emergency Ambulance	113	19/11/2019
Patient Transport Service	24	21/10/2019
Scottish Air Ambulance	4	04/11/2019