



Stories in summary

About this report

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

It was created on **22 September 2025**.

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 published on or after 01/01/2025

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 **279** stories

To date, the stories in this report have been viewed on Care Opinion **47,597** 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

Sincere thanks for care and attention - 579 views

Posted by **TSmith1** as a service user 8 months ago

I was admitted to Ward 109 (Orthopaedic Trauma) at the Edinburgh Royal Infirmary after suffering a severe diabetic hypoglycaemic incident at home and being taken to Accident and Emergency at the ERI.

Firstly, the care I received from the Scottish Ambulance Service as first attenders was unparalleled - they arrived quickly, immediately took action and had quick control of the situation while ensuring sensitive support to my wife and children...

Misdiagnosis - 550 views

Posted by **bravopn94** as the patient 6 months ago

I was rushed into hospital with a suspected blood clot in my lung as I was short of breath and had chest pain.

Paramedics were fantastic, along with A&E staff. One staff member said my d dimer blood results were high and that I had a blood clot, I then told family who were really concerned along with myself.

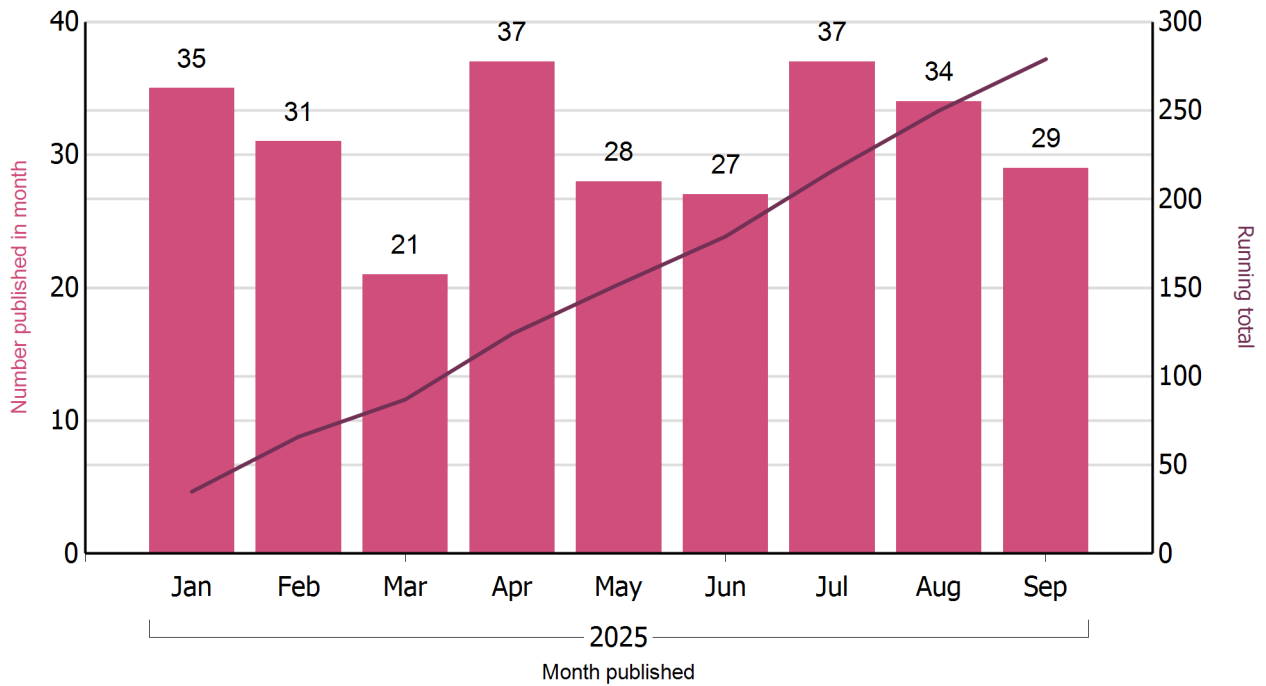
I was put onto ward 103 where the staff were appealing from the get go. I was put onto ward that deals with alcoholics and drug users...

An inpatient stay - 528 views

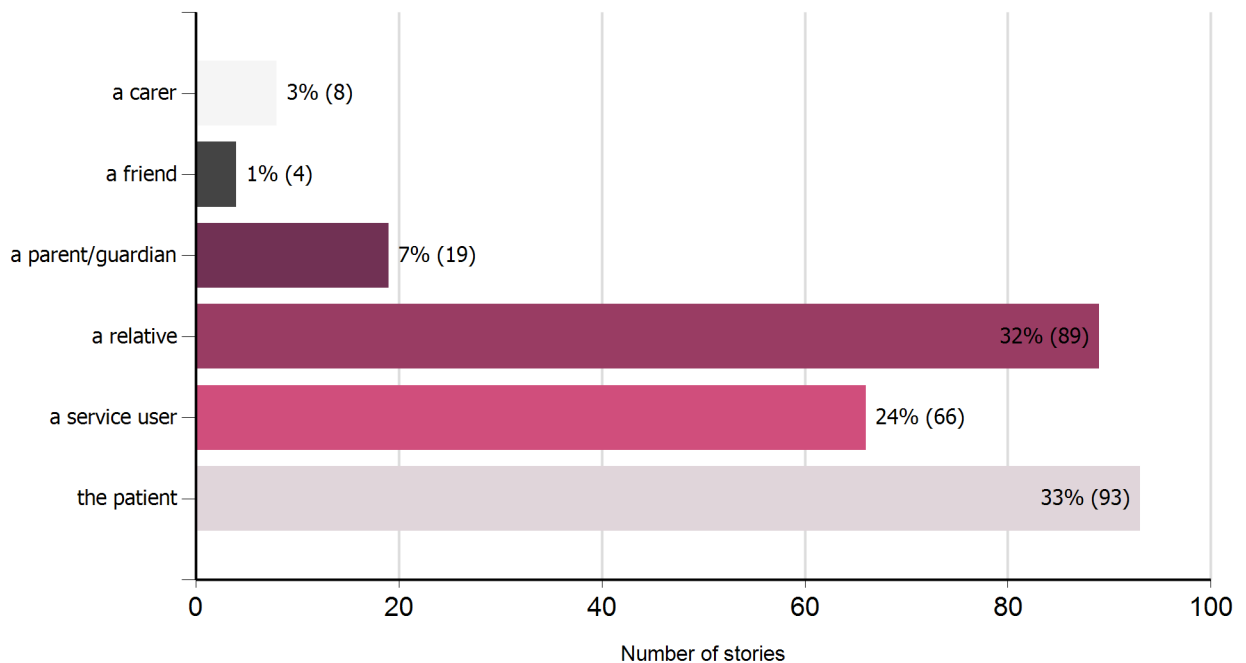
Posted by **Rozee99** as a service user 7 months ago

After a household accident, I requested an ambulance which I was told should have taken 20 minutes to come. After 4 hours, it did not appear, and my sister ended up transporting me to A&E (I was unable to weight bear). I then waited approximately 4 hours before being seen. I was then put through the usual checks from various medical professionals including an x-ray which confirmed that I had fractured my tibial plateau bone. After a while, I was...

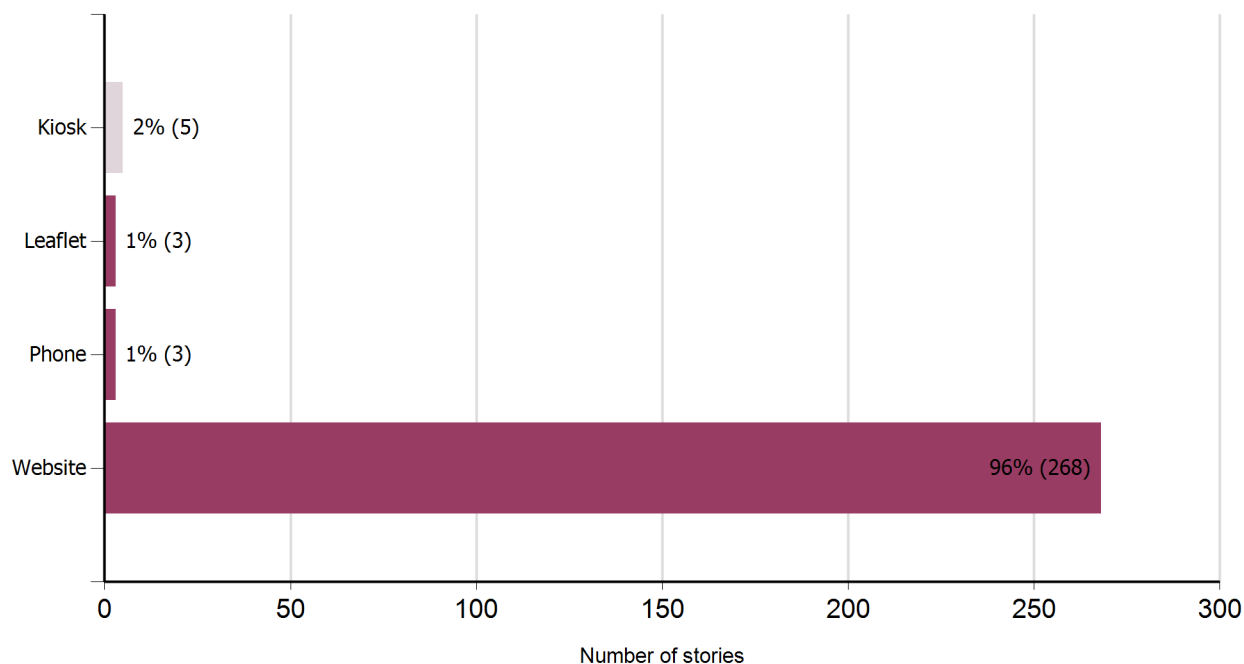
When these stories were told



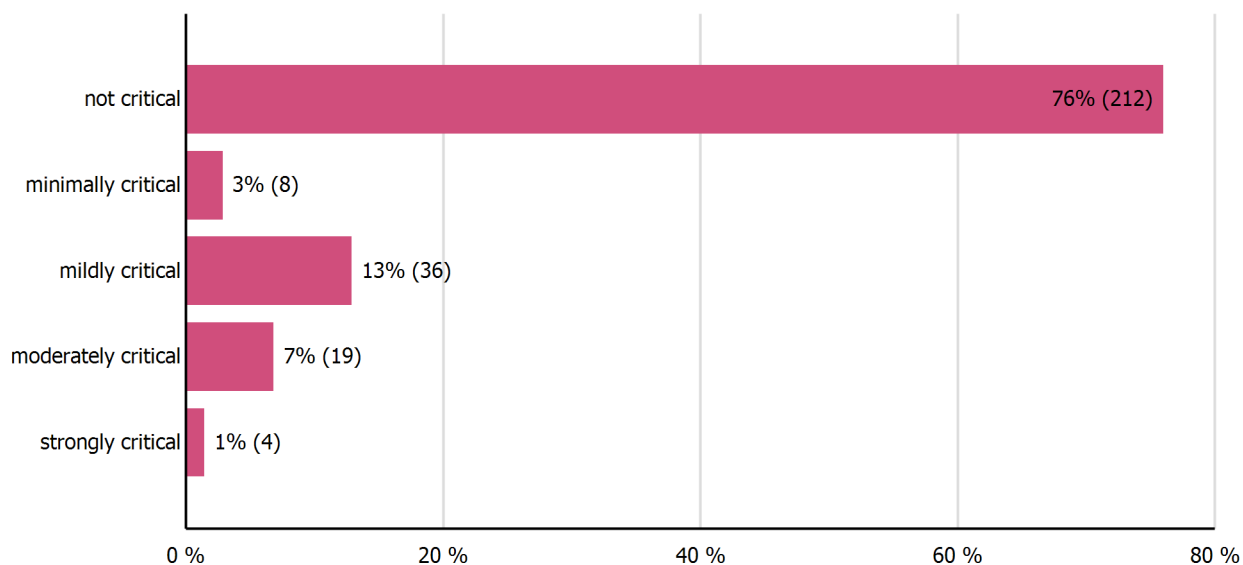
How the authors of these stories identify themselves



How these stories were submitted



How moderators have rated the criticality of these stories



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	51	<div></div>
NHS Greater Glasgow & Clyde	41	<div></div>
NHS Fife	32	<div></div>
NHS Grampian	26	<div></div>
Unknown	26	<div></div>
NHS Forth Valley	24	<div></div>
NHS Tayside	21	<div></div>
NHS Ayrshire & Arran	18	<div></div>
NHS Lothian	16	<div></div>
NHS Borders	8	<div></div>
NHS Highland (Health)	6	<div></div>
NHS Dumfries and Galloway	3	<div></div>
NHS Western Isles	3	<div></div>
NHS Erewash CCG	1	<div></div>
NHS Tameside and Glossop CCG	1	<div></div>
NHS Walsall CCG	1	<div></div>
NHS Morecambe Bay CCG	1	<div></div>

Most common tags added by authors to these stories

What's good?

staff	114
paramedics	86
professional	61
Care	55
nurses	53
level of care	52
ambulance crew	48
kindness	46
compassion	38
caring	37
helpful	37
reassuring	37

What could be improved?

communication	17
waiting time	13
lack of support	8
level of care	8
delays	7
food	7
staff attitude	7
information	6
more staff	5
Discharge process	4
not treated	4
stress	4

Feelings

Thankful	72
reassured	48
supported	44
cared for	39
grateful	38
well looked after	30
informed	26
safe	26
appreciative	18
looked after	18