



6 May 2009

Keeping our finger on the pulse...

Ambulance provided over 1,118,000 total responses (both emergency and non emergency), an average of 3,056 responses per day during 2007/08. This is equivalent to a call for assistance every 28 seconds.

“All ambulance services in Australia will be participating in a national patient satisfaction survey.” Chief Executive, Mr Greg Rochford announced.

In NSW 1,300 emergency patients have been randomly selected to receive a survey which is designed to measure patient satisfaction with a range of ambulance customer service related issues and associated attributes.

Mr Rochford emphasised that all information collected will remain strictly confidential and also noted the potential sensitivities in surveying patients who may be unable or not wish to complete the questionnaire for personal or health-related reasons. No individual or personal information will be released to outside agencies or individuals or to other Ambulance staff.

“Past surveys have enjoyed a high participation rate which indicates that the people of NSW are interested in knowing how we are performing as an organisation compared to our peers in other States – and rightly so.” Mr Rochford said.

“The data we receive provides us with an opportunity to learn more about what our patients think of the care we provide and to help us to do our job”, Mr Rochford concluded.

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