



**22 September 2009**

## **Survey finds Ambulance Service of NSW delivers a quality service**

The annual Council of Ambulance Authorities report into Patient Satisfaction has been released, with NSW patients reporting a high level of satisfaction in every category.

The research carried out throughout Australia and New Zealand allows the Ambulance Services in both countries to understand the quality of delivery of ambulance services as perceived by our patients.

New South Wales was the busiest state in Australia with 952,318 patients using ambulance services, Queensland second with 651,299 patients closely followed by Victoria with 642,692.

Compared to the results from the 2008 survey, most Australian states scores were consistent over time in the 'satisfied' or 'very satisfied' category of the survey.

Chief Executive of Ambulance Service of NSW Greg Rochford said, "We were pleased to find that the Ambulance Service of NSW achieved one of the few significant changes since last year with the level of satisfaction increasing from 97% to 99%.

"The Ambulance service therefore joined the best-ranked group of states. There were no demographic differences from last year that would explain this difference in scores for the Ambulance Service, meaning it reflects real change in service delivery, and I congratulate all our staff for their efforts, he said".

Overall satisfaction scores in 2009 were stable when compared to results of previous surveys years, 2003 – 2008. Overall, 97% of patients throughout Australia, and 98% of patients in New Zealand, were 'very satisfied' or 'satisfied' with the Ambulance Service they received.

Australia wide, 98 % of all patients in Australia were 'very satisfied' or 'satisfied' with the ambulance service they received.

Mr Rochford said, "the Ambulance Service of NSW is a dynamic part of the NSW health system and has undergone some significant changes in recent years".

"I have a great deal of confidence in our Ambulance Service and these results support my view that our focus on delivering the best emergency clinical care to the community will not falter as we continue to adopt new treatments, technology and skills across the organisation".

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