

Patients' experiences of care provided by Emergency Care Practitioners and traditional ambulance practitioners: A survey from London

Supplementary data: Responses to the patient questionnaire, presented by the original response categories and by the bivariate split for each aspect of care, for ECP and EMT/SRPara attended patients, with the p-value of the difference between the two groups.

| Aspect of care | Responses | EMT/SRPara-attended | | ECP-attended | | P value of difference |
|--|--------------------------|---------------------|------|--------------|------|-----------------------|
| | | n | % | n | % | |
| Response time | Very dissatisfied | 8 | 1.8 | 11 | 2.9 | .771 |
| | Dissatisfied | 7 | 1.5 | 8 | 2.1 | |
| | Fair | 13 | 2.9 | 11 | 2.9 | |
| | Satisfied | 137 | 30.0 | 117 | 30.8 | |
| | Very satisfied | 291 | 63.8 | 233 | 61.3 | |
| | Less than very satisfied | 165 | 36.2 | 147 | 38.7 | |
| Overall care | Very satisfied | 291 | 63.8 | 233 | 61.3 | .473 |
| | Very poor | 4 | 0.9 | 6 | 1.5 | |
| | Poor | 4 | 0.9 | 9 | 2.3 | |
| | Neither | 14 | 3.0 | 7 | 1.8 | |
| | Good | 75 | 16.1 | 61 | 15.4 | |
| | Very good | 369 | 79.2 | 314 | 79.1 | |
| Suitability of treatment and advice | Less than very good | 97 | 20.8 | 83 | 20.9 | 1.000 |
| | Very good | 369 | 79.2 | 314 | 79.1 | |
| | Not suitable at all | 7 | 1.6 | 7 | 1.8 | |
| | Partly suitable | 41 | 9.4 | 38 | 10.0 | |
| | Fully suitable | 386 | 88.9 | 334 | 88.1 | |
| | Less than fully suitable | 48 | 11.1 | 45 | 11.9 | |
| Friendliness and courtesy of ambulance staff | Fully suitable | 386 | 88.9 | 334 | 88.1 | .741 |
| | Very poor | 6 | 1.3 | 12 | 3.1 | |
| | Poor | 5 | 1.1 | 3 | 0.8 | |
| | Neither | 14 | 3.1 | 11 | 2.8 | |
| | Good | 71 | 15.7 | 57 | 14.7 | |
| | Very good | 356 | 78.8 | 306 | 78.7 | |
| Showed concern about patient | Less than very good | 96 | 21.2 | 83 | 21.3 | 1.000 |
| | Very good | 356 | 78.8 | 306 | 78.7 | |
| | Very poor | 7 | 1.5 | 12 | 3.1 | |
| | Poor | 5 | 1.1 | 4 | 1.0 | |
| | Neither | 15 | 3.3 | 17 | 4.5 | |
| | Good | 87 | 19.2 | 70 | 18.4 | |
| Listening | Very good | 338 | 74.8 | 278 | 73.0 | .524 |
| | Less than very good | 114 | 25.2 | 103 | 27.0 | |
| | Very good | 338 | 74.8 | 278 | 73.0 | |
| | Very poor | 7 | 1.6 | 12 | 3.2 | |
| | Poor | 1 | 0.2 | 6 | 1.6 | |
| | Neither | 19 | 4.3 | 18 | 4.7 | |
| Listening | Good | 91 | 20.5 | 77 | 20.3 | .351 |
| | Very good | 325 | 73.4 | 267 | 70.3 | |
| | Less than very good | 118 | 26.6 | 13 | 29.7 | |
| | Very good | 325 | 73.4 | 267 | 70.3 | |

| Aspect of care | Responses | EMT/SRPara-attended | | ECP-attended | | P value of difference | |
|------------------------------------|--------------------------|---------------------|------|--------------|------|-----------------------|-------|
| | | n | % | n | % | | |
| Answering questions | Very poor | 4 | 1.0 | 12 | 3.3 | .248 | |
| | Poor | 5 | 1.3 | 6 | 1.7 | | |
| | Neither | 14 | 3.5 | 14 | 3.9 | | |
| | Good | 96 | 24.1 | 83 | 23.1 | | |
| | Very good | 280 | 70.2 | 244 | 68.0 | | |
| | Less than very good | 119 | 29.8 | 115 | 32.0 | | .529 |
| Very good | 280 | 70.2 | 244 | 68.0 | | | |
| Quality of examinations | Very poor | 4 | 1.0 | 14 | 3.9 | .104 | |
| | Poor | 6 | 1.5 | 7 | 1.9 | | |
| | Neither | 23 | 5.7 | 18 | 5.0 | | |
| | Good | 95 | 23.5 | 76 | 21.0 | | |
| | Very good | 276 | 68.3 | 247 | 68.2 | | |
| | Less than very good | 128 | 31.7 | 115 | 31.8 | | 1.000 |
| Very good | 276 | 68.3 | 247 | 68.2 | | | |
| Explaining condition | Very poor | 7 | 1.9 | 13 | 3.8 | .361 | |
| | Poor | 9 | 2.5 | 9 | 2.6 | | |
| | Neither | 22 | 6.0 | 26 | 7.0 | | |
| | Good | 94 | 25.7 | 73 | 21.3 | | |
| | Very good | 234 | 63.9 | 222 | 64.7 | | |
| | Less than very good | 132 | 35.3 | 121 | 35.3 | | .875 |
| Very good | 234 | 63.9 | 222 | 64.7 | | | |
| Thoroughness of assessment | Not at all thorough | 14 | 3.4 | 14 | 3.9 | .028 | |
| | Quite thorough | 168 | 40.8 | 113 | 31.5 | | |
| | Very thorough | 230 | 55.8 | 232 | 64.6 | | |
| | Less than very thorough | 182 | 44.2 | 127 | 35.4 | | .015 |
| | Very thorough | 230 | 55.8 | 232 | 64.6 | | |
| Explained what was going to happen | Strongly disagree | 7 | 1.8 | 11 | 3.2 | .035 | |
| | Disagree | 14 | 3.6 | 8 | 2.3 | | |
| | Neither | 16 | 4.2 | 17 | 4.9 | | |
| | Agree | 212 | 55.2 | 156 | 45.1 | | |
| | Strongly agree | 135 | 35.2 | 154 | 44.5 | | |
| | Less than strongly agree | 249 | 64.8 | 192 | 55.5 | | .010 |
| | Strongly agree | 135 | 35.2 | 154 | 44.5 | | |
| Passed on relevant information | Strongly disagree | 7 | 1.8 | 14 | 4.0 | .058 | |
| | Disagree | 11 | 2.9 | 5 | 1.4 | | |
| | Neither | 19 | 4.9 | 12 | 3.5 | | |
| | Agree | 201 | 52.3 | 160 | 46.2 | | |
| | Strongly agree | 146 | 38.0 | 155 | 44.8 | | |
| | Less than strongly agree | 238 | 62.0 | 191 | 55.2 | | .071 |
| | Strongly agree | 146 | 38.0 | 155 | 44.8 | | |
| Felt comfortable with the decision | Strongly disagree | 8 | 2.0 | 14 | 3.9 | .231 | |
| | Disagree | 9 | 2.2 | 10 | 2.8 | | |
| | Neither | 15 | 3.7 | 13 | 3.7 | | |
| | Agree | 209 | 51.5 | 158 | 44.5 | | |
| | Strongly agree | 165 | 40.6 | 160 | 45.1 | | |
| | Less than strongly agree | 241 | 59.4 | 195 | 54.9 | | .240 |
| | Strongly agree | 165 | 40.6 | 160 | 45.1 | | |