

Appendix 1

May 2012

What improvements, if any, would you like to see to the services that the Emergency Duty Team provide?

- (i) I would just like to say you all do a wonderful service, its very helpful knowing there is someone at the end of the phone who understands what the person needing their help is going through. I hope it will be a service available for many years.
- (ii) I was very happy with the level of service I received and thought it was very pleasant as they phoned me back after 20 minutes to make sure I was okay and got what I needed. Very happy with the EDT service.
- (iii) I found the staff to be so understanding and patient at a time when I needed it the most.
- (iv) As the person needing treatment is my elderly mother. I found this a very good service, as I've needed to call the staff on numerous occasions. The service gives me peace of mind that I can call them at any time I need advice. Many Thanks.
- (v) Just want to thank them for the help they give me. It must be a thankless job sometimes.
- (vi) It was the 999 ambulance service we needed, but your staff were very quick and very good. No complaints at all.
- (vii) Staff very friendly & Efficient.