



Chief Ambulance Services Commissioners Report

Emergency Medical and Retrieval Service - Service Review

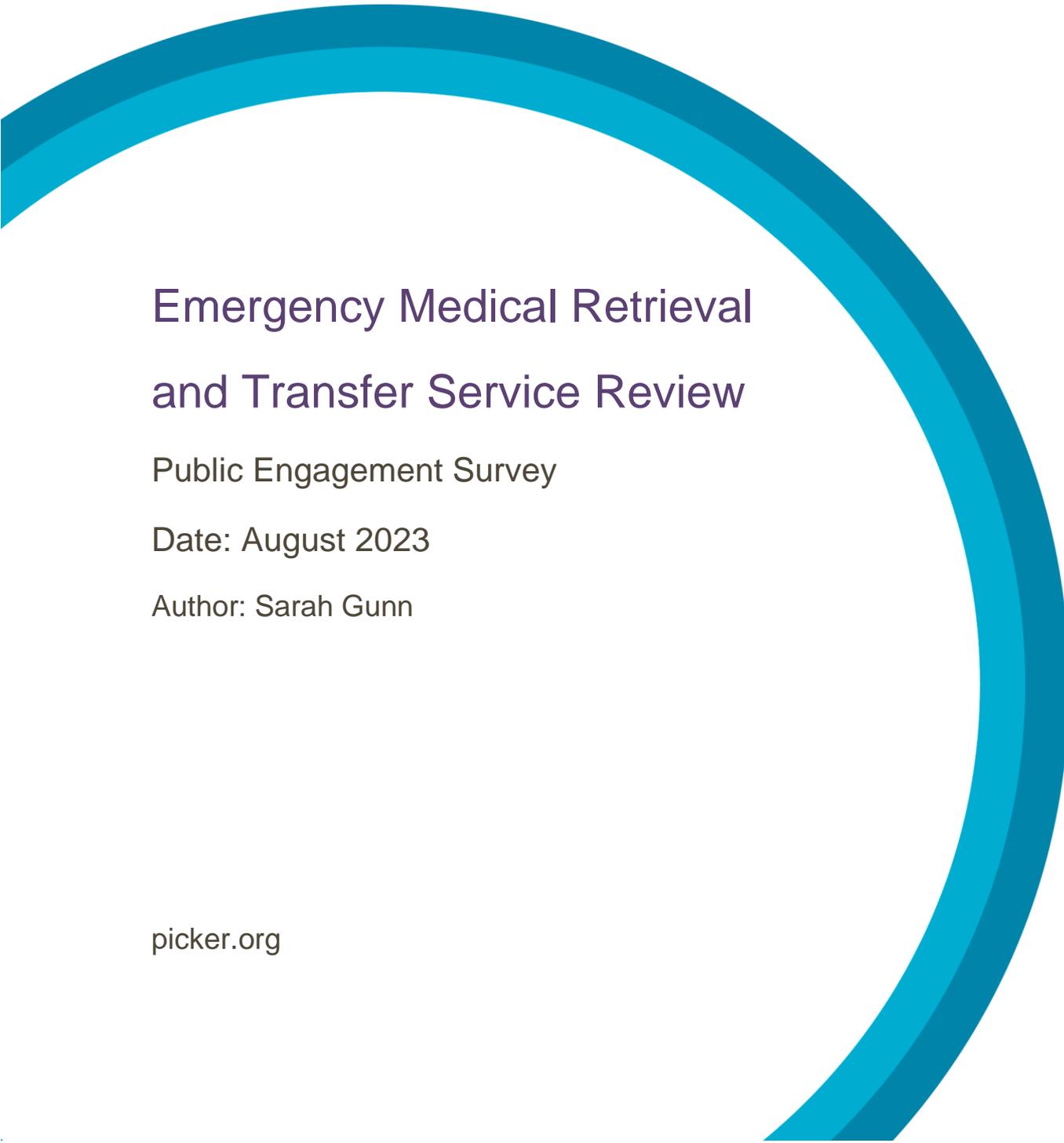
Supporting Document 3 Picker Report



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Emergency Ambulance
Services Committee



Emergency Medical Retrieval and Transfer Service Review

Public Engagement Survey

Date: August 2023

Author: Sarah Gunn

Picker

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- Inspire the delivery of the highest quality care, developing tools and services which enable all experiences to be better understood.
- Empower those working in health and social care to improve experiences by effectively measuring, and acting upon, people's feedback.

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Background

A potential opportunity for a service development for the Emergency Medical Retrieval and Transfer Service (EMRTS Cymru) was considered at the meeting of the Emergency Ambulance Services Committee (EASC) Joint Committee (consisting of health board Chief Executives) on 6 September 2022. At the meeting Members agreed that additional scrutiny would be undertaken in several key areas.

Given the above requirements and the challenges raised both by Committee members, members of the public, politicians, Llais members (the operational name of the Citizen Voice Body, formerly Community Health Councils, CHCs), and community groups; and to avoid protracted discussions over the process, content and transparency of the original proposal, the EASC Team undertook to begin the process of undertaking this EMRTS Service Review afresh.

An impartial and objective scrutiny process is being led by the Chief Ambulance Services Commissioner and the team. This is independent of the assumptions and modelling included within the proposal, this is the “EMRTS Service Review”.

The intention is that the approach of undertaking analysis afresh and undertaking formal public engagement will enable the views and concerns of stakeholders to be understood, to agree the rules to be followed when developing options and to agree what is important when comparing different options as part of an open, transparent and robust process. The process is to explore and maximise the additional activity that could be achieved from existing bases and explore options to reconfigure the service.

The EMRTS Service Review was approached in two ways:

1. Face to face and online engagement sessions, led by the Chief Ambulance Services Commissioner and his team at EASC. These comprised:
 - Face to face drop in sessions
 - Face to face public meetings
 - Online public meetings.
2. Picker was commissioned to host, collate, and analyse the questionnaire response comprising:
 - Online survey
 - Hard copy survey data entry (via freepost)
 - Co-ordinate representative sample responses (online)

Picker is the external supplier secured to undertake the second part as detailed above to complement the engagement activities delivered by the EASC team. Picker’s remit was to provide an expert review, host an online survey, and provide a representative view of public perceptions on what constitutes high quality care. This report details the feedback collated and analysed by Picker and does not include the feedback gathered by the Commissioner and the EASC team at the engagement sessions held throughout Wales. Other than commissioning Picker, the EASC team has not been involved in the work done by Picker (data collection or analysis from online and hard copy responses).

Key findings summary

Information about the Emergency Medical Retrieval and Transfer Service Review

24% had heard about the Emergency Medical Retrieval and Transfer Service review from other information sources such as social media, news channels or other online content.

8% had visited the Emergency Ambulance Services Committee website and reviewed information on the Emergency Medical Retrieval and Transfer Service review.

5% of respondents attended one or more of the Emergency Medical Retrieval and Transfer Service review engagement events.

Understanding what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

Respondents were most likely to agree with the following priority statements:

95% agreed an effective road response is important to provide cover during the hours of darkness and/or when aircraft can't fly for any reason.

95% agreed if services change, there should be good training and support available for staff to make the best use of their advanced skills.

91% agreed everyone in Wales should have equal access to the service.

90% agreed before any change happens, there must be a plan for the service to support patients to the same standard as it does today.

Prioritising what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

The three top priority statements¹ selected by respondents were:

- 1.** Everyone in Wales should have equal access to the service (61%)
- 2.** The service should be structured to treat as many people as possible (49%)
- 3.** Before any change happens, there must be a plan for the service to support patients to the same standard as it does today (46%)

¹ The phrasing reflects the wording of the online questionnaire, in which definitions were not given and was open to interpretation by respondents. The EASC are resolute that any changes arising will be additionality of provision and not erosion of service.

Methodology

Overall engagement approach

The planned engagement approach is based on 3 key activity phases (Table 1).

Table 1. Engagement approach summary

Phase	Stage	Purpose	Timing
0	Brief (We are asking...)	Pre-engagement phase to aid understanding and create optimal conditions for engagement dialogue in Phase 1.	October 2022 – March 2023
1	Engage (You are telling us...)	Gathering of feedback on factors, weightings, and other suggestions to inform Options.	March-June 2023
2	Share (We are doing...)	Outline of Options developed from Phase 1 to explain Options going forward to EASC for decision and for public comment in advance of EASC final decision.	Autumn 2023

The work done by Picker forms part of Phase 1 that has focussed on ‘listening’ to comments, queries and gathering of feedback on how to develop options to further improve the air ambulance service in Wales.

Questionnaire development

The survey was designed collaboratively between Picker and the Emergency Ambulance Services Committee. The survey was designed to understand the public perspectives on three key areas:

- Information about the Emergency Medical Retrieval and Transfer Service Review.
- Understanding what is important when considering changes to the Emergency Medical Retrieval and Transfer Service.
- Prioritising what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

The survey was available in English and Welsh (Appendix 1).

Survey fieldwork

The survey used multiple methods of data collection throughout fieldwork (Table 2).

Table 2. Response method count and proportion of total responses

Response method	Count	Proportion of total responses
YouGov panel survey	999	80%
Online survey	198	16%
Paper survey	53	4%
Total	1250	100%

Online survey

The survey was hosted on the third-party online survey portal Qualtrics. It was administered through an open link and QR code, distributed at public engagement events and available online via the EASC website. The online survey was available between 4 April 2023 and 16 June 2023. **The online survey received 198 responses.**

Paper survey

Paper surveys were distributed at public engagement events and returned to a data processing centre who actioned data entry of the responses. These responses were delivered to Picker and uploaded directly to the online survey platform. **The paper survey received 53 responses.**

YouGov Panel

The survey was conducted using an online survey administered to members of the YouGov Plc UK panel of 800,000+ individuals who have previously consented to take part in surveys.

Emails are sent to panellists selected at random from the base sample. The e-mail invites them to take part in a survey and provides a generic survey link. Once a panel member clicks on the link, they are directed to the online survey according to the sample definition and quotas. In this case, the sample definition was "Wales population", representative by geographical region and a quota set at 1000 respondents.

YouGov provided a data set of 1,001 responses, two were excluded as they did not meet the inclusion criteria due to geographical location. **The YouGov Panel received 999 responses.**

All collected data were aggregated into the same dataset. The combined data presented in this report provides a margin of error of $\pm 2.77\%$.

Analysis and reporting

Standard validation practices were used in the survey tool and on the data collected, in this and associated reports to improve representativeness. Practices are outlined below:

Questionnaire Routing

To improve respondent experience, routing was used in the online survey tool and YouGov Panel to ensure respondents were only shown questions that were relevant to them. For example, only respondents who indicated they had seen enough information when answering Q3: "Overall, do you feel like you have enough information to understand the reasons for the Emergency Medical Retrieval and Transfer Service Review" were directed to Q4: "Based on the information you have seen, do you disagree or agree that there is a need to review and improve the Emergency Medical Retrieval and Transfer Service?"

Data cleaning and validation

When the survey closed, the raw data were analysed and feedback that did not meet the inclusion criteria was removed. Criteria for inclusion involved at least 1 completed question from Q2 to Q9 of the survey.

Derived questions

Some questions were not applicable to all respondents but were not preceded by a filter/routing question. These questions have response options such as "Don't know / Can't say". Overall percentages in this report were calculated after removing these non-applicable respondents (Figure 1). This ensures that the reported data remains focussed on those respondents to whom the question applied or who could recall the details. These questions are indicated using a plus (+) symbol, e.g., Q2_1 becomes Q2_1+.

Figure 1. Derived question example (unweighted data)

Q2_1 I have attended one or more of the Emergency Medical Retrieval and Transfer Service Review engagement events				Q2_1+ I have attended one or more of the Emergency Medical Retrieval and Transfer Service Review engagement events			
Yes	97	8%		Yes	97	8%	
No	1090	89%		No	1090	92%	
Don't know	35	3%					
<i>Total</i>	<i>1,222</i>	<i>100%</i>		<i>Total</i>	<i>1,187</i>	<i>100%</i>	

Weighted data

Weighting is a statistical technique in which data is assigned appropriate weights to groups to bring under or overrepresented groups in line with the population.

The responding sample is weighted to the profile of the sample definition to provide a representative reporting sample based on standard Wales demographics by geographic region. The profile is normally derived from census data or, if not available from the census, from industry accepted data. The data in this report has been weighted by region according to Office for National Statistics (ONS data).² The mapping of Unitary Authorities to regions can be found in Appendix 2, the regions are defined as per YouGov methods. To account for

² Mid-Year Population Estimates, UK, June 2020, Office for National Statistics [https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland]

67 respondents who could not be mapped to a Welsh region due to insufficient information, 67 respondents were added to the total population prior to the proportional calculation.

Table 3. Population and response data with assigned weights

Region	Population No.	% of Wales population	Response no.	% of response	Weight	Weighted % of response
North Wales	703,361	22%	220	18%	1.260824	22%
Mid and West Wales	522,749	16%	343	27%	0.601031	16%
South Wales West	538,488	17%	183	15%	1.160444	17%
South Wales Central	377,168	12%	66	5%	2.253655	12%
Cardiff	369,202	12%	122	10%	1.193443	12%
South Wales East	658,618	21%	249	20%	1.043117	21%
Unknown	67	0%	67	5%	0.000392	0%
Total	3,169,653	100%	1250	100%	-	100%

Data presentation

Throughout this report, percentages have been rounded to zero decimal places. This means that sometimes the total for a single-response question can be just below or above 100%. The percentages reported in this survey represent the weighted data.

Throughout this report, we provided the unweighted number of respondents to each question indicated as n=(x), where x equals the number of respondents. Because responding to each question was not mandatory, the number of respondents to each question varies throughout the results.

Reporting note

Comments, questions and themes received separately as part of the EMRTS service review have been collated by the EASC Team. These will be included in the final communications of this public engagement, in conjunction with findings presented in this report by Picker.

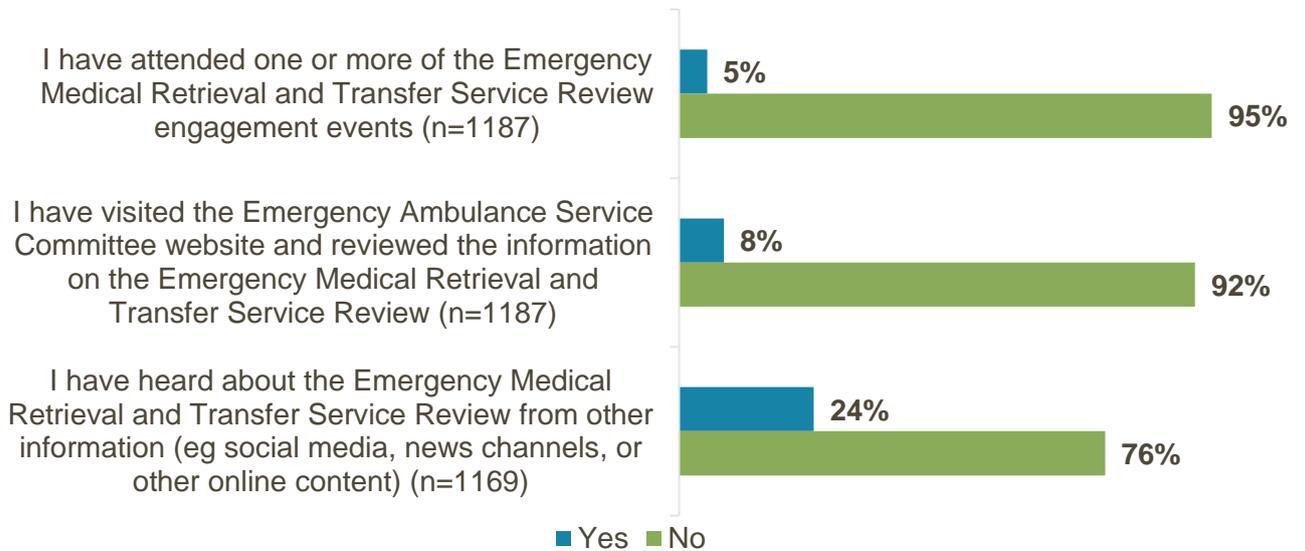
Survey results

Information about the Emergency Medical Retrieval and Transfer Service Review

The first section of the survey sought to understand the level of engagement and information the public has had with the EMRTS review. As shown in Figure 2:

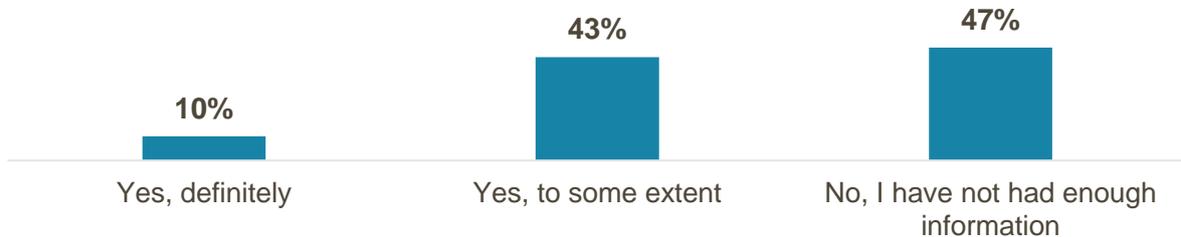
- 5% of respondents attended one or more of the EMRTS review engagement events (n=97)
- 8% had visited the EASC website and reviewed information on the EMRTS review (n=157)
- 24% had heard about the EMRTS review from other information such as social media, news channels or other online content (n=347)

Figure 2. Q2+ For each of the following statements, please select a response from the options below.



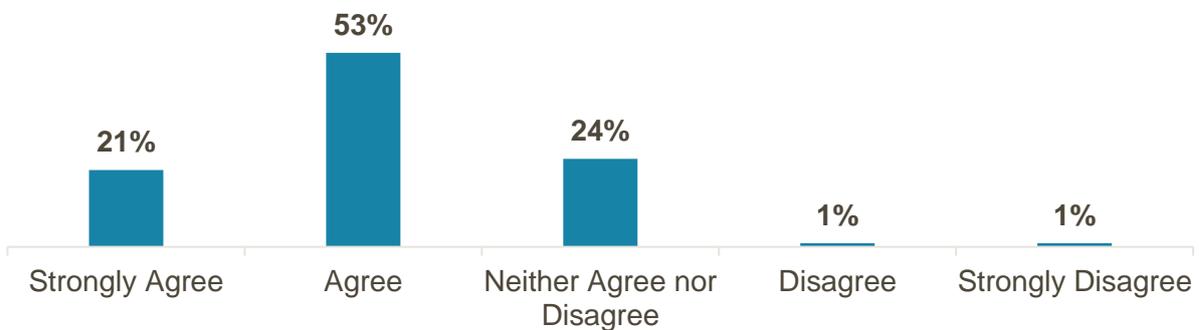
When asked whether respondents felt they have had enough information to understand the reasons for the EMRTS review (Figure 3), 10% said yes, definitely (n=95), 43% said yes, to some extent (n=348), while 47% said no, they have not had enough information (n=362).

Figure 3. Q3+ Overall, do you feel you have enough information to understand the reasons for the Emergency Medical Retrieval and Transfer Service Review? (n=805)



Almost three quarters of respondents (74%, n=383) agreed that based on the information they have seen, there is a need to review and improve the EMRTS. 24% neither agreed nor disagreed (n=120), while 2% disagreed there is a need to review and improve the service (n=12) (Figure 4Figure 5).

Figure 4. Q4+ Based on the information you have seen, do you disagree or agree that there is a need to review and improve the Emergency Medical Retrieval and Transfer Service? (n=515)



A free text question was posed to respondents to ask if there was any additional information that they would have found useful in relation to the EMRTS Review. A number of respondents felt they required more information:

“I have not seen any information about it so perhaps a way of information getting to households in Wales would be good.”

“Full data analysis of the reasoning behind the review and proposed changes.”

“An engagement document which clearly outlines what you want views on. The only thing I can find is a presentation which seems to assume the need for change rather than demonstrate this. There is also a lack of clarity over what you are asking for views on and insufficient information in the presentation [regarding] this.”

Respondents also detailed their concerns about the review, and emphasised how important the air ambulance service is to remote areas:

“Air ambulance support is needed in rural areas where travel to hospital is prohibitive due to the rurality and road network. some farms for example are remote and when patients are in need of emergency medical treatment, air ambulance is a life saver.”

“As a business owner in a potentially hazardous occupation operating in remote locations, I am concerned the re-structure will mean less availability in the areas I operate.”

“Need to understand why they would close the Welshpool area. We need cover in these rural areas.”

“How are you going to get to an emergency fast in rural mid-Wales if you remove the air ambulance from Welshpool? North Powys has a large network of poor rural roads and no A & E department which means it takes a considerable time to get from an emergency to hospital. At the moment our air ambulance can be at the scene of an accident in a very short time, but how much longer would it take from an airfield in North Wales?”

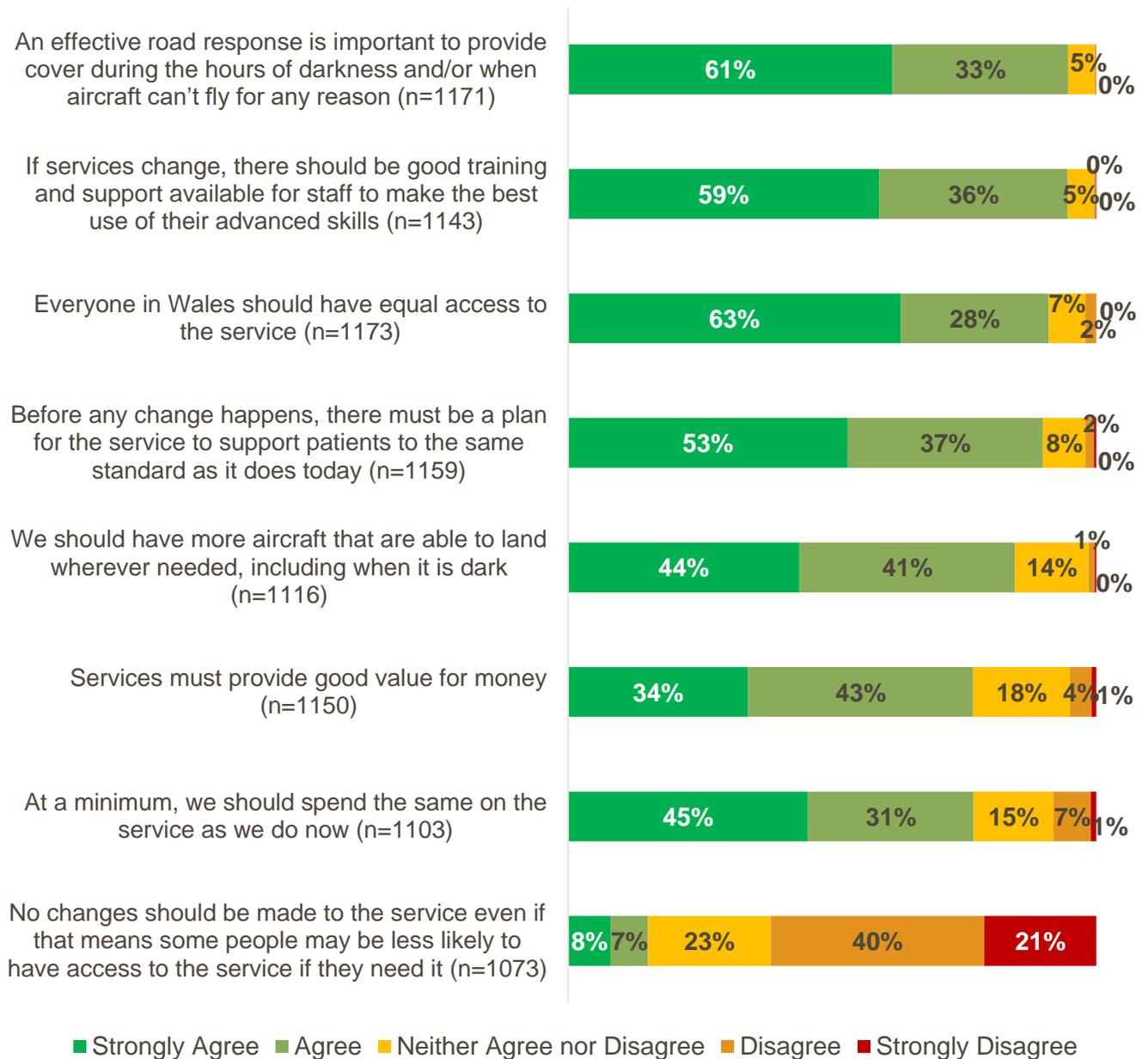
Understanding what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

To understand what is important to the Welsh Public when considering changes to the EMRTS, respondents were asked to what extent they agreed with priority statements developed by the Emergency Ambulance Services Committee.

As shown in Figure 5, Respondents were most likely to agree that:

- An effective road response is important to provide cover during the hours of darkness and/or when aircraft can't fly for any reason (95%, n=1113)
- If services change, there should be good training and support available for staff to make the best use of their advanced skills (95%, n=1081)
- Everyone in Wales should have equal access to the service (91%, n=1067)
- Before any change happens, there must be a plan for the service to support patients to the same standard as it does today (90%, n=1051)

Figure 5. Q6 Please select the extent to which you agree with the following statements.



All respondents were asked whether they had any comments in relation to the priority statements presented in the survey. A number of respondents commented on the funding necessary for the service:

“All the priorities rely on funding, what’s the contingency plan for a revenue shortfall.”

“For me, care is paramount. Cost is secondary. Healthcare and emergency response times, literally make the difference between life and death. Which is more important than the ‘cost value.’”

“Having airborne transport that can land at night may make the cost untenable, but people’s lives are priceless.”

Several respondents highlighted the importance of the service for remote communities, and these communities need to be prioritised:

“Areas that are difficult to access by road should be prioritised such as rural over cities.”

“This service is critical to us as a rural farm community. We wouldn’t be able to get to hospital in the golden hour by road alone.”

“Prioritisation should be based on difficulty of access and time to get to the end location rather than ‘everyone has access’.”

“It is impossible to have equal access to all services for everyone in Wales unfortunately. That said we should consider that rural and coastal areas are vulnerable places and should be considered when looking to ensure emergency care.”

When asked if there were any other priorities that should be considered, respondents felt improvements could be made to medical emergency service and response across Wales and within hospitals:

“Improving average response times across Wales for all vehicles.”

“Improving land ambulance services especially when bed blocking compromises their job.”

“Keeping staff up skilled and using the most up to date medical equipment and upgrading vehicles when needed.”

“It’s not about people having fair access to the air ambulance, it’s about fair access to hospital in an emergency.”

“None of these things can be properly fixed in isolation- needs to be in conjunction with social care and hospitals.”

The source of funding was also raised, with respondents suggesting the Welsh Government provide funding for the air ambulance service:

“Management structure and the NHS in Wales FULLY funding the Air Ambulance as England does - it’s a travesty that it is currently funded by public donations while our Hospitals and Doctors are poorly run. Who is really receiving the money for the NHS in Wales and where is it being spent??”

“Maybe funding from the Welsh government should be considered for this vital service.”

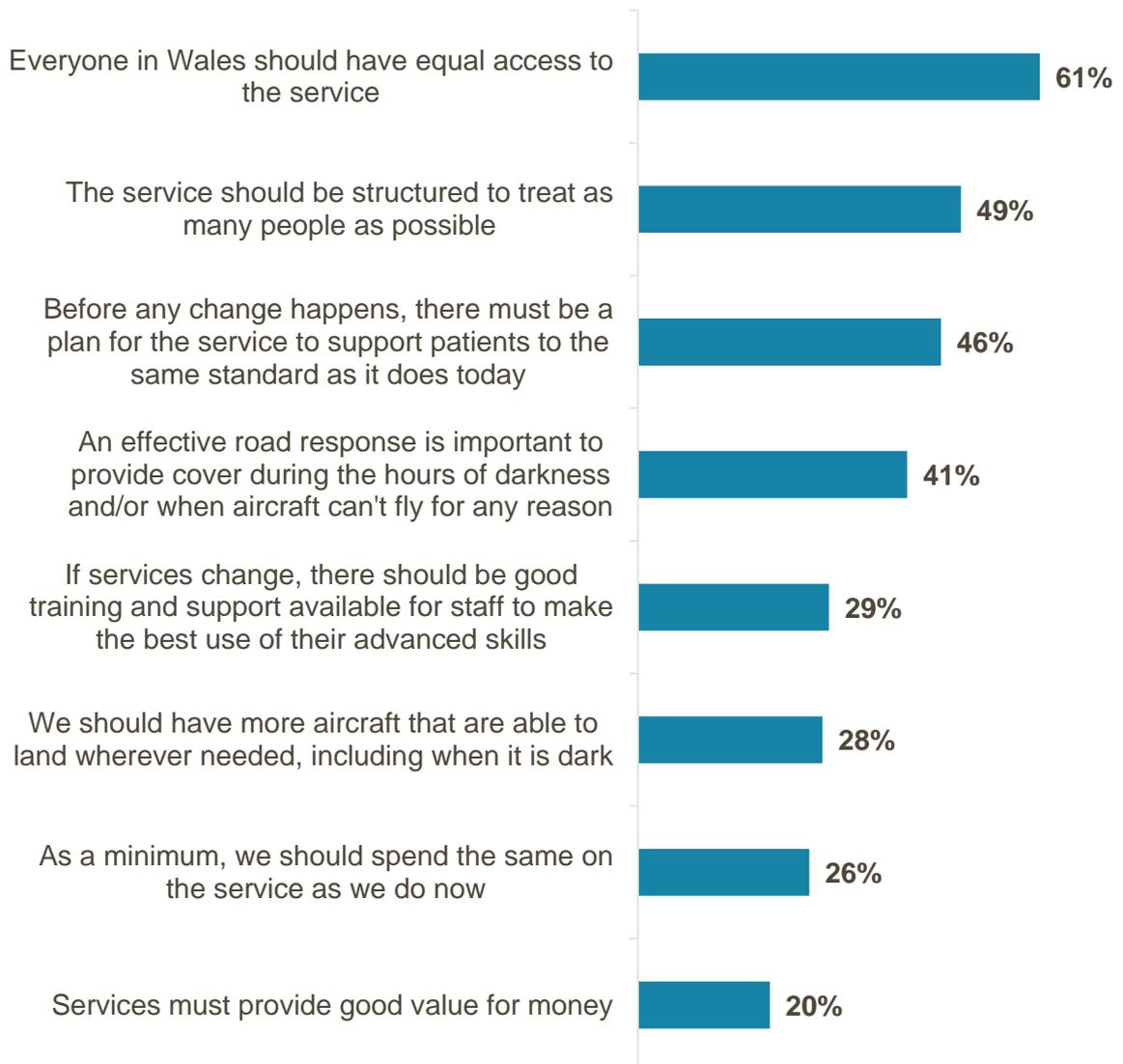
“Proper level of government funding to support this service.”

Prioritising what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

Respondents to the survey were asked to rank priority statements from least important to most important when considering changes to the EMRTS. Figure 6 shows the percentage of respondents who ranked the priority from 1 to 3 (most important). The three top priority statements selected by respondents were:

- Everyone in Wales should have equal access to the service (61%, n=729)
- The service should be structured to treat as many people as possible (49%, n=568)
- Before any change happens, there must be a plan for the service to support patients to the same standard as it does today (46%, n=562)

Figure 6. Q9 Please rank the priorities below from most important to least important. 1 is most important and 8 is least important (n=1165)



Conclusions

This report represents the data collected and collected by Picker for the Emergency Medical Retrieval and Transfer Service Review where the Welsh public were invited to respond, to provide a representative view of public perceptions on what constitutes high quality care relating to the EMRTS. The survey data provides insight into the Welsh public's priorities for this service.

The most important priorities to the Welsh public when considering changes to the EMRTS service include:

- an effective road response is important to provide cover during the hours of darkness and/or when aircraft can't fly for any reason;
- if services change, there should be good training and support available for staff to make the best use of their advanced skills;
- everyone in Wales should have equal access to the service
- before any change happens, there must be a plan for the service to support patients to the same standard as it does today.

When asked to prioritise a selection of priority statements, the three top priority statements selected by respondents were:

- everyone in Wales should have equal access to the service;
- the service should be structured to treat as many people as possible
- before any change happens, there must be a plan for the service to support patients to the same standard as it does today.

These findings highlight that strategic changes should ensure equity and equality of provision of care, with forethought for contingencies incorporated into the planning. These findings align with the EASC's overarching values and aims.

Appendix 1 – Picker survey

This is a replication of the survey as implemented online by Picker. English and Welsh versions could be selected, the English text is replicated first then the Welsh.



English (United Kingdom) ▾

Emergency Medical Retrieval and Transfer Service Review engagement survey.

The Emergency Ambulance Service Committee (EASC) is responsible for planning emergency ambulance services across Wales.

EASC is seeking feedback on the future development of the air ambulance service in Wales - a partnership between the Wales Air Ambulance Charity and the Emergency Medical Retrieval and Transfer Service (EMRTS).

Our goal is simple. We want as many people as possible to have access to potentially life saving air and rapid ambulance services, no matter where they live in Wales or when they need help. We want to make sure that the people who need it can have access to a service no matter where they live in Wales or when they need help. We know that this service saves lives, so we want to treat as many people as possible.

EASC is looking for feedback to make sure that when we are undertaking this Service Review, we are looking at the right things and that we understand what you think.

Your views are important to us and to the future development of the Service. Thank you for taking the time to complete this questionnaire, which should take around five minutes.



Emergency Medical Retrieval and Transfer Service Review engagement survey.

Information about the Emergency Medical Retrieval and Transfer Service review

Q1 From the list below, please select the group that best describes you?

- Member of the public in Wales
- Community group leader or representative
- Previous patient of EMRTS
- Media representative
- EMRTS member of staff
- Wales Air Ambulance Charity staff member or trustee
- NHS Wales Health board / Trust staff
- Elected political representative (local/regional/national)
- Community Health Council / Llais
- Other (please specify) _____

Q2 For each of the following statements, please select a response from the options below:

	Yes	No	Don't know
I have attended one or more of the Emergency Medical Retrieval and Transfer Service Review engagement events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have visited the Emergency Ambulance Service Committee website and reviewed the information on the Emergency Medical Retrieval and Transfer Service Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have heard about the Emergency Medical Retrieval and Transfer Service Review from other information (eg social media, news channels, or other online content)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Overall, do you feel you have enough information to understand the reasons for the Emergency Medical Retrieval and Transfer Service Review?

- Yes, definitely (Go to Q4)
- Yes, to some extent (Go to Q4)
- No, I have not had enough information (Go to Q4)
- I have not seen any information about the review (Go to Q5)

Q4 Based on the information you have seen, do you disagree or agree that there is a need to review and improve the Emergency Medical Retrieval and Transfer Service?

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Don't know / can't say

Q5 Please let us know if there is any additional information that you would have found useful in relation to the Emergency Medical Retrieval and Transfer Service Review: (free text)

Understanding what is important when considering changes to the Emergency Medical Retrieval and Transfer Service.

The Emergency Ambulance Service Committee have developed a set of priority statements to support decision making when identifying any changes to be made to the Emergency Medical Retrieval and Transfer Service. Your responses to this section will support these statements to be grouped into factors so the most important priorities are identified when considering the options for service review.

Q6 Please select the extent to which you agree with the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
No changes should be made to the service even if that means some people may be less likely to have access to the service if they need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before any change happens, there must be a plan for the service to support patients to the same standard as it does today	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everyone in Wales should have equal access to the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An effective road response is important to provide cover during the hours of darkness and/or when aircraft can't fly for any reason	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We should have more aircraft that are able to land wherever needed, including when it is dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If services change, there should be good training and support available for staff to make the best use of their advanced skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services must provide good value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a minimum, we should spend the same on the service as we do now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 Do you have any comments in relation to the priorities listed in the previous question?
(Free text)

Q8 Are there any other priorities you think should be considered? (Free text)

Prioritising what is important when considering changes to the Emergency Medical Retrieval and Transfer Service

Q9 Please rank the priorities below from most important to least important. To rank the listed items, please drag and drop each item into order (1 being the most important and 8 being the least important)

- _____ The service should be structured to treat as many people as possible
- _____ Before any change happens, there must be a plan for the service to support patients to the same standard as it does today
- _____ Everyone in Wales should have equal access to the service
- _____ An effective road response is important to provide cover during the hours of darkness and/or when aircraft can't fly for any reason
- _____ We should have more aircraft that are able to land wherever needed, including when it is dark
- _____ If services change, there should be good training and support available for staff to make the best use of their advanced skills
- _____ Services must provide good value for money
- _____ As a minimum, we should spend the same on the service as we do now

About you

Whilst your feedback is anonymous, we ask for this information so we can consider local factors and understand more about who is responding to this engagement questionnaire.

Q10 Please enter the first part of your postcode e.g. LL21

Thank you for completing the survey. Your responses are extremely important to us. The Emergency Ambulance Service Committee needs the best available information to allow it to consider if any changes should be made to the Emergency Medical Retrieval and Transfer Service.

Your responses will be used alongside wider information that includes but is not limited to: air ambulance missions from previous years, weather predictions/patterns, and the regional difference in the population across Wales both permanent and seasonal.

If you would like further information about the Emergency Medical Retrieval and Transfer Service reviews and/or to provide further feedback, please use the following link to our website <https://easc.nhs.wales/engagement/sdp/>.



Cymraeg 

Arolwg Ymgysylltu Gwasanaeth Casglu a Throsglwyddo Meddygol Brys (GCTMB).

Mae Pwyllgor y Gwasanaethau Ambiwylans Brys (PGAB) yn gyfrifol am gynllunio gwasanaethau ambiwlans brys ledled Cymru.

Mae'r PGAB yn ceisio adborth ar ddatblygiad y gwasanaeth ambiwlans awyr yng Nghymru yn y dyfodol - partneriaeth rhwng Elusen Ambiwylans Awyr Cymru a'r GCTMB.

Mae ein nod yn syml. Rydym am i gynifer o bobl â phosibl gael mynediad at wasanaethau awyr a gwasanaethau ambiwlans cyflym a allai achub bywydau, ni waeth ble y maent yn byw yng Nghymru neu pan fydd angen cymorth arnynt. Gwyddom fod y gwasanaeth hwn yn achub bywydau, felly rydym am drin cymaint o bobl â phosibl.

Mae'r PGAB yn chwilio am adborth i wneud yn siŵr, pan fyddwn yn cynnal yr Adolygiad Gwasanaeth hwn, ein bod yn edrych ar y pethau cywir a'n bod yn deall eich barn.

Mae eich barn yn bwysig i ni ac i ddatblygiad y Gwasanaeth yn y dyfodol. Diolch am gymryd yr amser i gwblhau'r holiadur hwn, a ddylai gymryd tua phum munud.



Gwybodaeth am Adolygiad y Gwasanaeth Casglu a Throsglwyddo Meddygol Brys (GCTMB)

Q1 O'r rhestr isod, dewiswch y grŵp sy'n eich disgrifio chi orau

- Aelod o'r cyhoedd yng Nghymru
- Arweinydd neu gynrychiolydd grŵp cymunedol
- Claf blaenorol GCTMB
- Cynrychiolydd y cyfryngau
- Aelod o staff GCTMB
- Aelod o staff neu ymddiriedolwr Elusen Ambiwlans Awyr Cymru
- Staff bwrdd iechyd / Ymddiriedolaeth GIG Cymru
- Cynrychiolydd gwleidyddol etholedig (lleol/rhanbarthol/cenedlaethol)
- Cyngor Iechyd Cymuned / Llais
- Arall _____

Q2 Ar gyfer pob un o'r datganiadau canlynol, dewiswch ymateb o'r opsiynau isod

	Ie	Na	Ddim yn gwybod
Rwyf wedi mynychu un neu fwy o ddigwyddiadau ymgysylltu Adolygiad Gwasanaeth Casglu a Throsglwyddo Meddygol Brys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rwyf wedi ymweld â gwefan/ Pwyllgor y Gwasanaethau Ambiwlans Brys ac wedi adolygu'r wybodaeth am yr Adolygiad o'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rwyf wedi clywed am yr Adolygiad Gwasanaeth Casglu a Throsglwyddo Meddygol Brys o wybodaeth arall (e.e. cyfryngau cymdeithasol, sianeli newyddion, neu gynnwys ar-lein arall)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Yn gyffredinol, a ydych yn teimlo bod gennych ddigon o wybodaeth i ddeall y rhesymau dros yr Adolygiad o'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys?

- Ydw, yn bendant
- Ydw, i ryw raddau
- Nac ydw, nid wyf wedi cael digon o wybodaeth
- Nid wyf wedi gweld unrhyw wybodaeth am yr adolygiad

Display This Question:

If Overall, do you feel you have enough information to understand the reasons for the Emergency Medi... = Yes, definitely

And Overall, do you feel you have enough information to understand the reasons for the Emergency Medi... = Yes, to some extent

And Overall, do you feel you have enough information to understand the reasons for the Emergency Medi... = No, I have not had enough information

Q4 Ar sail y wybodaeth a welsoch, a ydych yn anghytuno neu'n cytuno bod angen adolygu a gwella'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys?

- Cytuno'n Gryf
- Cytuno
- Ddim yn Cytuno nac yn Anghytuno
- Anghytuno
- Anghytuno'n Gryf
- Ddim yn gwybod / Methu â dweud

Q5 Rhowch wybod i ni os oes unrhyw wybodaeth ychwanegol y byddech wedi'i chael yn ddefnyddiol mewn perthynas â'r Adolygiad o'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys:

Deall yr hyn sy'n bwysig wrth ystyried newidiadau i'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys.

Mae Pwyllgor y Gwasanaethau Ambiwlans Brys wedi datblygu set o ddatganiadau blaenoriaeth i gefnogi gwneud penderfyniadau wrth nodi unrhyw newidiadau i'w gwneud i'r

Gwasanaeth Casglu a Throsglwyddo Meddygol Brys. Bydd eich ymatebion i'r adran hon yn cefnogi grwpio'r datganiadau hyn yn ffactorau fel bod y blaenoriaethau pwysicaf yn cael eu nodi wrth ystyried yr opsiynau ar gyfer adolygu gwasanaethau.

Q6 Dewiswch i ba raddau yr ydych yn cytuno â'r datganiadau canlynol:

	Cytuno'n Gryf	Cytuno	Ddim yn Cytuno nac yn Anghytuno	Anghytuno	Anghytuno'n Gryf
Ni ddylid gwneud unrhyw newidiadau i'r gwasanaeth hyd yn oed os yw hynny'n golygu y gallai rhai pobl fod yn llai tebygol o gael mynediad at y gwasanaeth os oes ei angen arnynt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cyn i unrhyw newid ddigwydd, rhaid cael cynllun i'r gwasanaeth gefnogi cleifion i'r un safon ag y mae heddiw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dylai pawb yng Nghymru gael mynediad cyfartal at y gwasanaeth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mae ymateb ffordd effeithiol yn bwysig er mwyn darparu gwasanaeth yn ystod oriau tywyllwch a/neu pan na all awyrennau hedfan am unrhyw reswm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dylem gael mwy o awyrennau sy'n gallu glanio lle bynnag y bo angen, gan gynnwys pan fydd hi'n dywyll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Os bydd gwasanaethau'n newid, dylai fod hyfforddiant a chymorth da ar gael i staff wneud y defnydd gorau o'u sgiliau uwch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rhaid i wasanaethau ddarparu gwerth da am arian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fel isafswm, dylem wario'r un faint ar y gwasanaeth ag yr ydym yn ei wneud yn awr



Q7 A oes gennych unrhyw sylwadau mewn perthynas â'r blaenoriaethau uchod

Q8 A oes unrhyw flaenoriaethau eraill y credwch y dylid eu hystyried

Blaenoriaethu'r hyn sy'n bwysig wrth ystyried newidiadau i'r Gwasanaeth Casglu a Throglwyddo Meddygol Brys

Q9 Rhestrwch y blaenoriaethau isod o'r pwysicaf i'r lleiaf pwysig.

I raddio'r eitemau a restrir, llusgwch a gollwng pob eitem yn eu trefn (1 yw'r pwysicaf ac 8 yw'r lleiaf pwysig)

- _____ Dylai'r gwasanaeth gael ei strwythuro i drin cymaint o bobl â phosibl
- _____ Cyn i unrhyw newid ddigwydd, rhaid cael cynllun i'r gwasanaeth gefnogi cleifion i'r un safon ag y mae heddiw
- _____ Dylai pawb yng Nghymru gael mynediad cyfartal at y gwasanaeth
- _____ Mae ymateb ffordd effeithiol yn bwysig er mwyn darparu gwasanaeth yn ystod oriau tywyllwch a/neu pan na all awyrennau hedfan am unrhyw reswm
- _____ Dylem gael mwy o awyrennau sy'n gallu glanio lle bynnag y bo angen, gan gynnwys pan fydd hi'n dywyll
- _____ Os bydd gwasanaethau'n newid, dylai fod hyfforddiant a chymorth da ar gael i staff wneud y defnydd gorau o'u sgiliau uwch
- _____ Rhaid i wasanaethau ddarparu gwerth da am arian
- _____ Fel isafswm, dylem wario'r un faint ar y gwasanaeth ag yr ydym yn ei wneud yn awr

Amdanoch chi

Er bod eich adborth yn ddiennw, gofynnwn am y wybodaeth hon fel y gallwn ystyried ffactorau lleol a deall mwy am bwy sy'n ymateb i'r holiadur ymgysylltu hwn.

Q10 Rhowch ran gyntaf eich cod post e.e. LL21

Diolch am gwblhau'r arolwg. Mae eich ymatebion yn hynod o bwysig i ni. Mae angen y wybodaeth orau sydd ar gael ar Bwyllgor Gwasanaethau Ambiwlans Brys i'w alluogi i ystyried a ddylid gwneud unrhyw newidiadau i'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys.

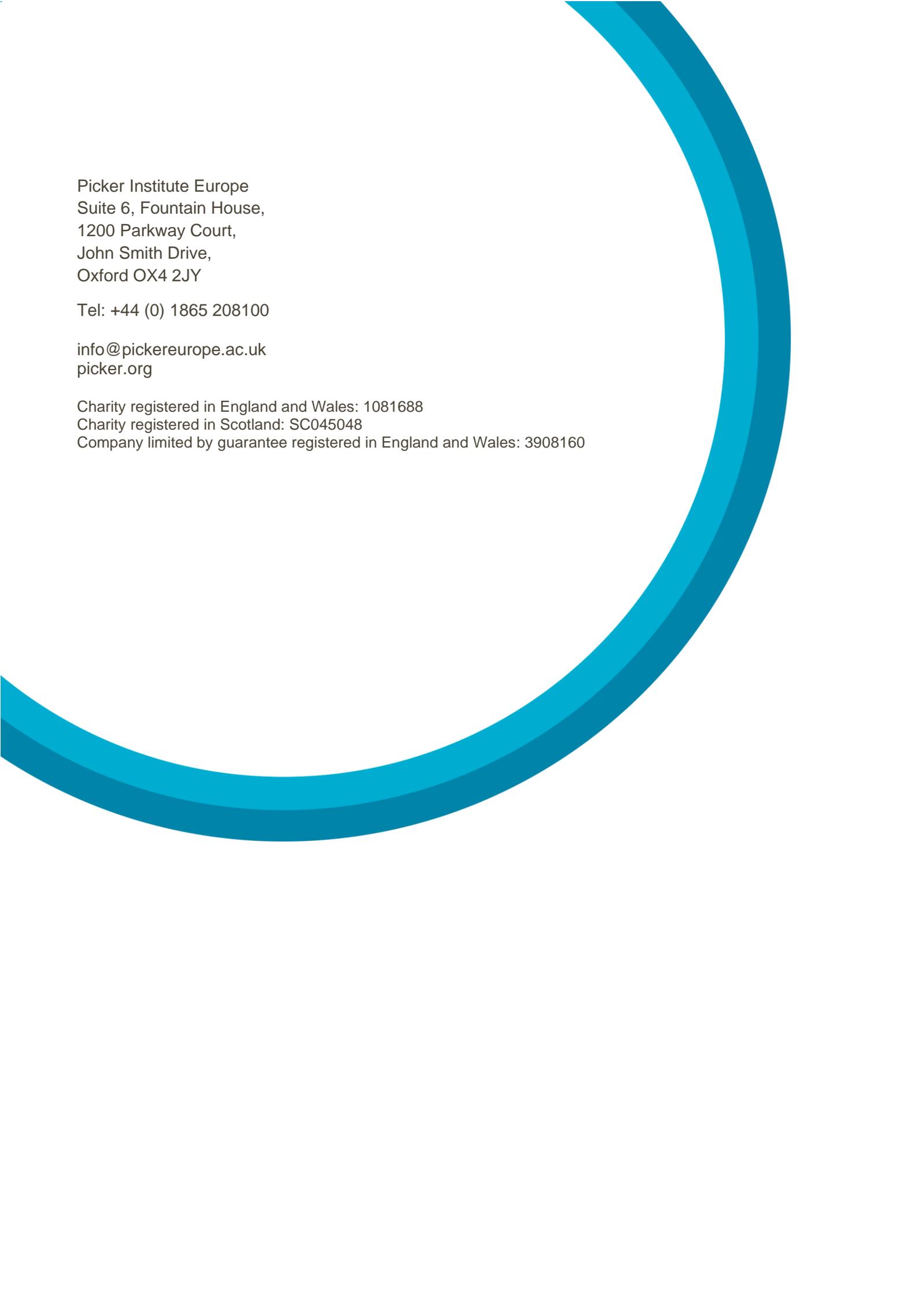
Bydd eich ymatebion yn cael eu defnyddio ochr yn ochr â gwybodaeth ehangach sy'n cynnwys, ond heb fod yn gyfyngedig i: deithiau ambiwlans awyr o flynyddoedd blaenorol, rhagolygon/patrymau tywydd, a'r gwahaniaeth rhanbarthol yn y boblogaeth ar draws Cymru yn barhaol ac yn dymhorol.

Os hoffech ragor o wybodaeth am adolygiadau'r Gwasanaeth Casglu a Throsglwyddo Meddygol Brys a/neu roi adborth pellach, defnyddiwch y ddolen ganlynol i'n gwefan <https://pgab.gig.cymru/ymgysylltu/agg/>.

Appendix 2 – Regions and Unitary Authorities

Mapping of Unitary Authorities to regions as defined by YouGov for their regional omnibus (<https://business.yougov.com/product/realtime/regional-omnibus>).

Region	Unitary Authority
North Wales	Isle of Anglesey
	Gwynedd
	Conwy
	Denbighshire
	Flintshire
	Wrexham
Mid and West Wales	Powys
	Ceredigion
	Pembrokeshire
	Carmarthenshire
South Wales West	Swansea
	Neath Port Talbot
	Bridgend
South Wales Central	Vale of Glamorgan
	Rhondda Cynon Taf
Cardiff	Cardiff
South Wales East	Merthyr Tydfil
	Caerphilly
	Blaenau Gwent
	Torfaen
	Monmouthshire
	Newport



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GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee



Uned Gomiynu Gydweithredol Genedlaethol

**GWASANAETHAU DIGIDOL
DIGITAL SERVICES**

National Collaborative Commissioning Unit