

SUPPLEMENTAL MATERIAL

Table a. "Your Child's Emergency Care" Picker survey results by questions – Parent/ Carer Version

Waiting	%	n
How do you feel about how long you had to wait for the respiratory physiotherapist to arrive?		
We did not have to wait at all	49%	32
The wait was shorter than expected	37%	24
The wait was about as long as we expected	14%	9
The wait was longer than we expected	0%	0
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Care and Treatment	%	n
Did the respiratory physiotherapist that you saw explain what they were doing in a way you could understand?		
Yes completely	97%	63
Yes, to some extent	1.5%	1
No	0%	0
I did not need an explanation	1.5%	1
Don't know/ can't remember	0%	0
Did the respiratory physiotherapist that you saw explain what was wrong with your child in a way you could understand?		
Yes, completely	95%	62
Yes, to some extent	3%	2
No	0%	0
Don't know/ can't remember	0%	0
They did not know what was wrong with my child	0%	0
Did not answer this question	1.5%	1
Do you think that the respiratory physiotherapist did everything they could to calm and comfort your child?		
Yes, completely	92%	60
Yes, to some extent	6%	4
No	0%	0
This was not needed	1.5%	1

Do you think that your child felt as ease with the respiratory physiotherapist that you saw?

Yes, completely	94%	61
Yes, to some extent	5%	3
No	0%	0
Did not answer this question	1.5%	1

If your child was having breathing problems, did the respiratory physiotherapist do everything they could to help with their breathing problems?

Yes, definitely	85%	55
Yes, to some extent	1.5%	1
No	1.5%	1
My child was not having breathing problems	12%	8

Did you receive enough information about your child's condition and treatment?

Yes, enough information	97%	63
Some, but not enough information	3%	2
None, but I did not need any	0%	0
They did not know what was wrong with my child	0%	0

Do you think that the respiratory physiotherapist did everything they could to help your child?

Yes, definitely	98%	64
Yes, to some extent	1.5%	1
No	0%	0
Don't know/ can't remember	0%	0

After your emergency care, what happened?

My child went to hospital	5%	3
My child went home/ stayed at home	57%	37
Other	37%	24
Did not answer this question	1.5%	1

Aftercare	%	n
Did someone tell you what you should watch out for at home after your child's care?		
Yes, definitely	89%	58
Yes, to some extent	0%	0
No	0%	0
This was not needed	5%	3
Don't know/ can't remember	0%	0
Did not answer this question	6%	4
Did the respiratory physiotherapist tell you what to do or who to contact if you were worried about anything after your child's emergency care?		
Yes	97%	63
No	0%	0
Don't know/ can't remember	0%	0
Did not answer this question	3%	2
Overall, how well do you think your child was looked after by the respiratory physiotherapy service?		
Very well	97%	63
Fairly well	3%	2
Not very well	0%	0
Not at all well	0%	0
Was the main reason for your child's emergency care dealt with well?		
Yes, completely	95%	62
Yes, to some extent	3%	2
No	0%	0
Don't know/ can't remember	0%	0
Did not answer this question	1.5%	1

Who was the main person who answered the questions on this survey?		
	3%	2
Child (patient)	92%	60
Parent/ carer	5%	3
Both child and parent/ carer together		
Is your child male and female?		
	65.6%	42
Male	34.4%	22
Female		
Which of these best describes your child's ethnic background?		
	54%	35
White (e.g British, Irish, European)	3%	2
Mixed (e.g White and Asian)	26%	17
Asian/ Asian British (e.g Indian)	1.5%	1
Black/ Black British	0%	0
Chinese	1.5%	1
Any other ethnic group		
	14%	9
Did not answer this question		
Which of these is the MAIN language spoken at home?		
	66%	43
English	1.5%	1
Other European language	19%	12
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Bengali, Chinese, Thai)	1.5%	1
African language (such as Swahili, Hausa, Yoruba)	0%	0
Other, including British Sign Language		
	12%	8
Did not answer this question		

Table b. "Your Emergency Care" Picker survey results by questions – Child/Young Person Version

Waiting	%	n
How did you feel about how long you had to wait for the respiratory physiotherapist to arrive?		
I did not have to wait at all	0%	0
The wait was shorter than expected	100%	1
The wait was about as long as I expected	0%	0
The wait was longer than I expected	0%	0
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Your Care and Treatment	%	n
Did the respiratory physiotherapist that you saw explain what they were doing in a way you could understand?		
Yes, completely	100%	1
Yes, sort of	0%	0
No	0%	0
I did not need an explanation	0%	0
Don't know/ can't remember		
Did the respiratory physiotherapist that you saw explain what was wrong with you in a way you could understand?		
Yes, completely	100%	1
Yes, sort of	0%	0
No	0%	0
I did not need an explanation	0%	0
Don't know/ can't remember	0%	0
They did not know what was wrong with me	0%	0
Do you think that the respiratory physiotherapist did everything they could to calm and comfort you?		
Yes, completely	100%	1
Yes, sort of	0%	0
No	0%	0
This was not needed	0%	0

Did you feel safe with the respiratory physiotherapist that saw you?

Yes, completely

Yes, sort of

No

0% 0

0% 0

Did not answer this question

0% 0

100% 1

If you were having problems with your breathing, did the respiratory physiotherapist do everything they could to help with your breathing problems?

Yes, completely

Yes, sort of

No

100% 1

I was not having problems with my breathing

0% 0

0% 0

0% 0

Did you or your parent/ carer receive enough information about what was wrong with you
And how to make it better?

Yes, enough information

Some, but not enough information

None, but I would have liked some

None, but I did not need any

They did not know what was wrong with me

100% 1

0% 0

0% 0

0% 0

0% 0

Do you think that the respiratory physiotherapist did everything they could to help you?

Yes, definitely

Yes, sort of

No

Don't know/ can't remember

100% 1

0% 0

0% 0

0% 0

After your emergency care, what happened?

I went to hospital

I went home/ stayed at home

Other

0% 0

100% 1

0% 0

Aftercare	%	n
Did someone tell you what you should watch out for at home after your child's care?		
Yes, definitely	89%	58
Yes, to some extent	0%	0
No	0%	0
This was not needed	5%	3
Don't know/ can't remember	0%	0
Did not answer this question	6%	4
Did the respiratory physiotherapist tell you what to do or who to contact if you were worried about anything after your child's emergency care?		
Yes	97%	63
No	0%	0
Don't know/ can't remember	0%	0
Did not answer this question	3%	2
Overall, how well do you think your child was looked after by the respiratory physiotherapy service?		
Very well	97%	63
Fairly well	3%	2
Not very well	0%	0
Not at all well	0%	0
Was the main reason for your child's emergency care dealt with well?		
Yes, completely	95%	62
Yes, to some extent	3%	2
No	0%	0
Don't know/ can't remember	0%	0
Did not answer this question	1.5%	1
	3%	2
	92%	60

Who was the main person who answered the questions on this survey?	5%	3
Child (patient)		
Parent/ carer	100%	1
Both child and parent/ carer together	0%	0
Is your child male and female?		
Male		
Female		
	0%	0
Which of these best describes your ethnic background? Please ask your parent/ carer if you are not sure.	0%	0
	0%	0
	0%	0
White (e.g British, Irish, European)	0%	0
Mixed (e.g White and Asian)	0%	0
Asian/ Asian British (e.g Indian)		
Black/ Black British	100%	1
Chinese		
Any other ethnic group		
Did not answer this question		
	100%	1
	0%	0
Which of these is the MAIN language spoken at home?	0%	0
	0%	0
English	0%	0
Other European language		
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Bengali, Chinese, Thai)		
African language (such as Swahili, Hausa, Yoruba)		
Other, including British Sign Language		

Table c. Was there anything you thought was really good about your child's emergency care?

Quote Number	Quote
1	Fast and efficient
2	the team provide an excellent service. Our daughter is a regular user of numerous NHS services. The Rapid Response Physiotherapy Team are the gold standard of NHS care. They have kept my daughter out of hospital on numerous occasions and must save the NHS a fortune in reduced hospital care.
3	Efficient in all treatment. Gave a thorough detailed explanation of Isabelle's condition.
4	Everything
5	Everything was done very professionally whilst checking our student was comfortable/able at all times. Very encouraging and calming towards him.
6	Good Physio Team
7	It was very helpful that Moira could prescribe medicine. It saves us lots of time and stress to go to the GP practice.
8	Rapid Response are worth more than gold. They help keep my son out of hospital and are 100% reliable and professional with them being able to prescribe medication is fantastic as we can now get the help we need quickly and without stress. I know that without them my son would be in hospital an awful lot more. There his lifeline.
9	The rapid response physio knows our situation and our child so completely understands what she needs brilliant continuity of care and understanding.
10	Moira is brilliant with him. Makes him relax about what's going on with his breathing he feels at ease with the therapy.
11	Do not wait long for treatment, medication given on script straight away.
12	Very fast acting when contact them.
13	Fast response made for our sons care and reassurance. It's a busy time of year for children like our son but we felt that our physiotherapist had plenty of time and didn't feel rushed at all. We can't thank the team enough.
14	Everything!
15	They are very good at take care of my child and with us. Also give good advice.

- 16 Everything was good, we have a very good team and couldn't have had a better team.
- 17 The physios know their patients well and the care and support they give to the patients and their family is very much appreciated. The rapid response service is amazing, and it definitely keeps patients at home. Without this service my child would've had numerous admissions
- 18 Everything was excellent
- 19 Great information given
- 20 Excellent quick response
- 21 Great communication and explanation of findings
- 22 such a great service, Sam was ever so helpful
- 23 They always helpful, make my child comfortable
- 24 Moira is always so kind and helpful. She does it like its her own child. Thank you ever so much.
- 25 the staff know this young person very well an are always on hand to help. We honestly don't know what we'd do without them.
- 26 The service has prevented hospital admissions in the past and GP visits that don't know her. The service is also good when needing advice.
- 27 Caroline is a fabulous 'nurse'. Very reassuring and helpful. If I am unsure of anything. Brilliant nurse for this student.
- 28 It is an invaluable service that helps keep our son well and out of hospital without which would mean more unnecessary hospital visits
- 29 My child knows the physios and they know her really well. This helps her treatment go smoothly. The physio came as soon as possible after the initial calls, treatment given, and plan of action agreed by physio and parent.
- 30 People that do this job are exceptional
- 31 she came to see him immediately and explained everything thoroughly. She was talking to the patient and calmly reassuring him.
- 32 Treated very good.
- 33 Brilliant care

Table d. Was there anything that could have been better?

Quote Number	Quote
1	No they are always amazing.
2	Nothing
3	No
4	Needs to be a 24 hour service as things normally happen in the middle of the night and weekends. Also why stop at 25 there needs to be adult service.
5	No everything was just right.
6	No
7	No
8	Nothing
9	Nothing
10	No, all good
11	No
12	No, very positive visit
13	No. Everything is very good.
14	No
15	My main concern is that the service ends at 25 years old when we will be left with nothing. So I can see more hospital admissions in the future. The service now needs extending beyond 25 years.
16	No
17	No
18	This service was not available when my child first became poorly as it fell on a Sunday so had to manage her until the Monday when staff were able to visit and treat.

- 19 No, looked after well
- 20 Nothing
- 21 No, brilliant care
- 22 No