

111 Service

Quarter 1, 2021/22



Patient Survey Summary

Responses: 586

Questions	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarterly Trend	Annual Trend	
	<input checked="" type="checkbox"/> Improved by 5% <input checked="" type="checkbox"/> Declined by 5% <input type="checkbox"/> Less than 5% change							
Thinking of the 111 service we provide. Overall how was your experience of the service?	86.9	88.9	89.1	88.0	83.1	<input type="checkbox"/>	87.3	<input type="checkbox"/>
How helpful was the advice given by the 111 service? (please tick one only)	85.0	88.1	87.8	85.8	85.2	<input type="checkbox"/>	86.7	<input type="checkbox"/>
Did you follow the advice given by the 111 service? (please tick one only)	91.4	92.6	94.0	94.1	94.3	<input type="checkbox"/>	93.8	<input type="checkbox"/>
The 111 service dealt with my problem quickly	83.0	83.2	83.6	80.6	79.6	<input type="checkbox"/>	81.7	<input type="checkbox"/>
The advice I was given by the 111 service worked well in practice	79.2	81.4	82.3	79.9	80.2	<input type="checkbox"/>	80.9	<input type="checkbox"/>
The 111 service helped me to make contact with the right health service	82.3	82.6	84.5	82.7	83.1	<input type="checkbox"/>	83.2	<input type="checkbox"/>
The treatment I received at the health service I was referred to was good	81.4	81.7	83.8	83.0	81.5	<input type="checkbox"/>	82.6	<input type="checkbox"/>
Using the 111 service reassured me	81.3	82.8	84.0	80.5	79.4	<input type="checkbox"/>	81.7	<input type="checkbox"/>
The person managing my call was helpful	86.0	88.2	89.3	86.3	86.8	<input type="checkbox"/>	87.6	<input type="checkbox"/>
I was confident of the ability of the person managing my call	84.1	86.8	87.4	84.4	84.8	<input type="checkbox"/>	85.8	<input type="checkbox"/>
The person managing my call was kind and compassionate	88.0	88.1	89.3	87.4	87.0	<input type="checkbox"/>	87.9	<input type="checkbox"/>
The person managing my call treated me with dignity and respect	89.0	90.5	90.4	88.4	88.4	<input type="checkbox"/>	89.4	<input type="checkbox"/>
If called back the advice and guidance given by that person who called me back was useful	80.2	80.5	84.2	83.1	82.5	<input type="checkbox"/>	82.6	<input type="checkbox"/>
Are you clear about when to use the 111 service instead of another service?	97.2	97.6	97.2	96.7	96.3	<input type="checkbox"/>	97.0	<input type="checkbox"/>
If you faced a similar health problem in the future would you call the 111 service?	87.6	89.8	91.2	90.6	89.0	<input type="checkbox"/>	90.2	<input type="checkbox"/>

Executive Summary

Using a rolling average of the last 12 months all of the indicators are within a 5% tolerance rate
Using a direct year on year comparison no indicators have decreased by more than 5%.

Quarterly Analysis

In Q1 2021-22 we have collected 586 responses, which is 34 less than the previous quarter (620).

The FFT very good/good score is 83.1%, which is 4.9 % lower than the previous quarter (88%).

1 Area decreased by 1.5% all others were within a 1.5% tolerance

- The treatment I received at the health service I was referred to was good 81.5% (-1.5%).

The CCG data shows us that the overall average of all questions except one scored over the 80% benchmark. Areas to keep under review are:

- Using the 111 service reassured me scored an average of 79%.

South Tyneside Newcastle Gateshead scored 75% or under in one or more area.

South Tyneside CCG (23 responses),

- The treatment I received at the health service I was referred to was good 70%
- The 111 service helped me to make contact with the right health service 75%.

Newcastle Gateshead CCG (99 responses)

- Using the 111 service reassured me 75%.

3 main positive sentiment themes were:

- Emotional and Physical Support
- Professional and Competent
- Helpfulness.

3 main negative sentiment themes were:

- Waiting
- Emotional and Physical Support
- Professional and Competent.

Demographic Analysis

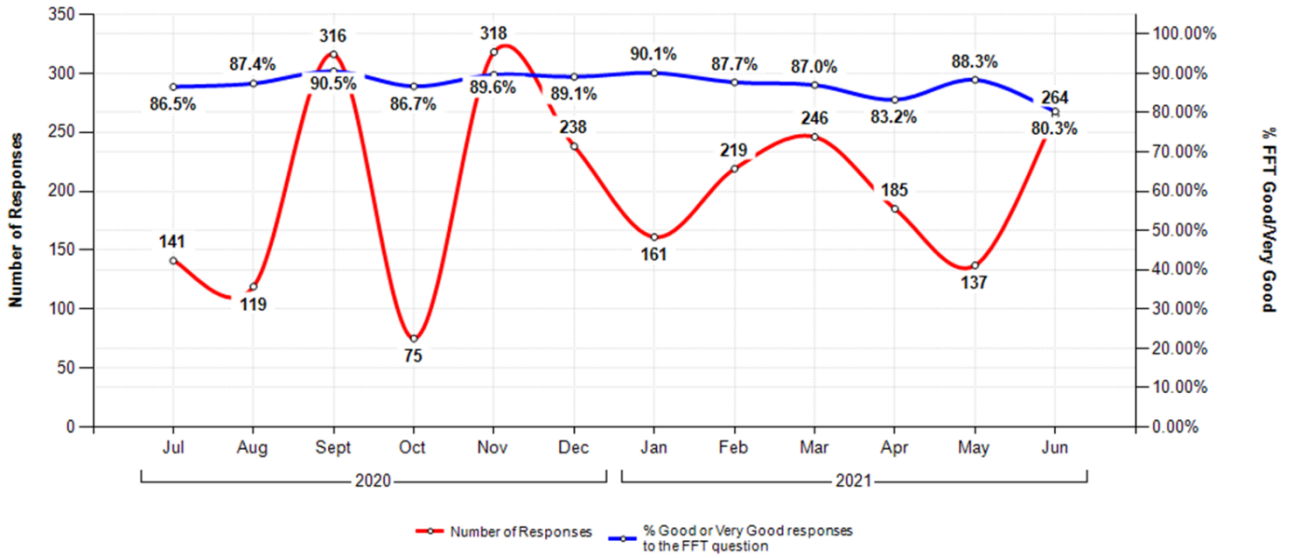
Not all respondents took part in all survey questions. The number of respondents for some groups are low and not representative. The main findings for each question are detailed below:

- **Thinking of the 111 service we provide. Overall how was your experience of the service?** Most (83.1%) respondents had a “positive” experience. The most “negative” ratings came from White Other (25%, 2 respondents), 25 to 44 groups (17.5%) and Atheist/No Faith (16.4%) groups compared to an average of 9.7%.
- **How helpful was the advice given by the 111 service?** Most (90.1%) respondents felt the advice was “very helpful” or “quite helpful”. “not helpful at all” or “not very helpful” was felt most by 25 to 44 (18.8%), White Other (12.5%, 1 respondent) and Atheist/No Faith (18.2%) groups compared to an average of 9.8%.

- **Did you follow the advice given by the 111 service?** “Yes all of it” was selected most (90.7%) overall. 25 to 44 groups selected it the least, 83.5% compared to an average of 90.2%. “No none of it” was selected most by BAME groups 6.7% compared to an average of 2.0%.
- **If you did not follow the advice why was this?** White Other selected “I did not agree with the advice” most (25%, 2 respondents). LGB groups chose “I tried to follow the advice, but it did not work” most (40.0%) compare to an average of 15.9%.
- **As a result of calling the 111 service and the advice / care given was your...** 50% of respondents selected “problem resolved”. This was selected least by 45-64 (45%) and LGB groups (40.0%) compared to an average of 50.0%.
- **The 111 service dealt with my problem quickly.** Most (82.9%) respondents “strongly Agree” or “agree” especially for people aged 85+ (92.3%), BAME (92.3%) and non-Christian (94.5%). “disagree” or “strongly disagree” was selected most by the 25 to 44 groups (14.4%), White Other (25%, 2 respondents) and Atheist/No faith (14.6%) compared to an average of 6.9%.
- **The advice I was given by the 111 service worked well in practice.** Most (93.4%) respondents “strongly agree” or “agree”. “Disagree” or “strongly disagree” was selected most by White Other groups (25%, 2 respondents) compared to an average of 3.2%.
- **The 111 service helped me to make contact with the right health service.** Most (89.8%) respondents “strongly agree” or “agree” especially BAME and 85+ groups. White Other groups “disagreed” or “strongly disagreed” most (37.5%, 3 respondents) compared to 4.2% average.
- **The treatment I received at the health service I was referred to was good.** Most (87.4%) “strongly agreed” or “agreed” especially people aged 85+. White Other “disagree” or “strongly disagree” most (25%, 2 respondents) compared to an average of 6.1%.
- **The person managing my call was helpful.** “Strongly agree” or “agree” were selected most (89.0%), especially BAME (100%). “Disagree” or “strongly disagree” were selected most by 25 to 44 (13.9%) groups compared to an average of 4.7%.
- **Using the 111 service reassured me.** Most (80.1%) respondents “strongly agree” or “agree” especially 85+ groups. “Disagree” or “strongly disagree” were favoured by White Other (25%, 2 respondents) and 25 to 44 (22.8%) compared to an average of 10.2%.
- **I was confident of the ability of the person managing my call.** “Strongly agree” or “agree” were selected most (82.2%) especially by people aged 85+. 25 to 44 (20.5%), White Other (25%) and LGB (20%) “disagree” or “strongly disagree” most compare to an average of 8.8%.
- **If called back the advice and guidance given by that person who called me back was useful.** Most (80.5%) respondents “strongly agree” or “agree”, non-Christians (95.3%). A small proportion of respondents “disagree” or “strongly disagree”, with more 25 to 44 (22.8%) and Atheist/No Faith (22.2%) groups selecting this than any other groups who averaged 11.4%.
- **The person managing my call was kind and compassionate.** Most (85.8%) respondents “strongly agree” or “agree” especially people aged 85+ (93.9%). 25 to 44 (20.3%) selected “disagree” or “strongly disagree” most compared to an average of 9.0%.
- **The person managing my call treated me with dignity and respect.** Most (82%) respondents “strongly agree” or “agree” but this was rated lowest among LGB at 50%.
- **Are you clear about when to use the 111 service instead of another service?** “Yes” was selected most (94.2%) across all groups and there was no significant differences
- **If you faced a similar health problem in the future would you call the 111 service?** “Yes” was selected most (84.5%) across all groups. BAME (40%) was more likely to select “Not sure” compared to an average of 9.0%
- **If the 111 service had not been available, I would have contacted...** Just under half of all respondents selected “Primary Care Service”. The 65 to 84 group selected this least and BAME people are equally likely to use “primary care service” as they are to use “A&E service”.

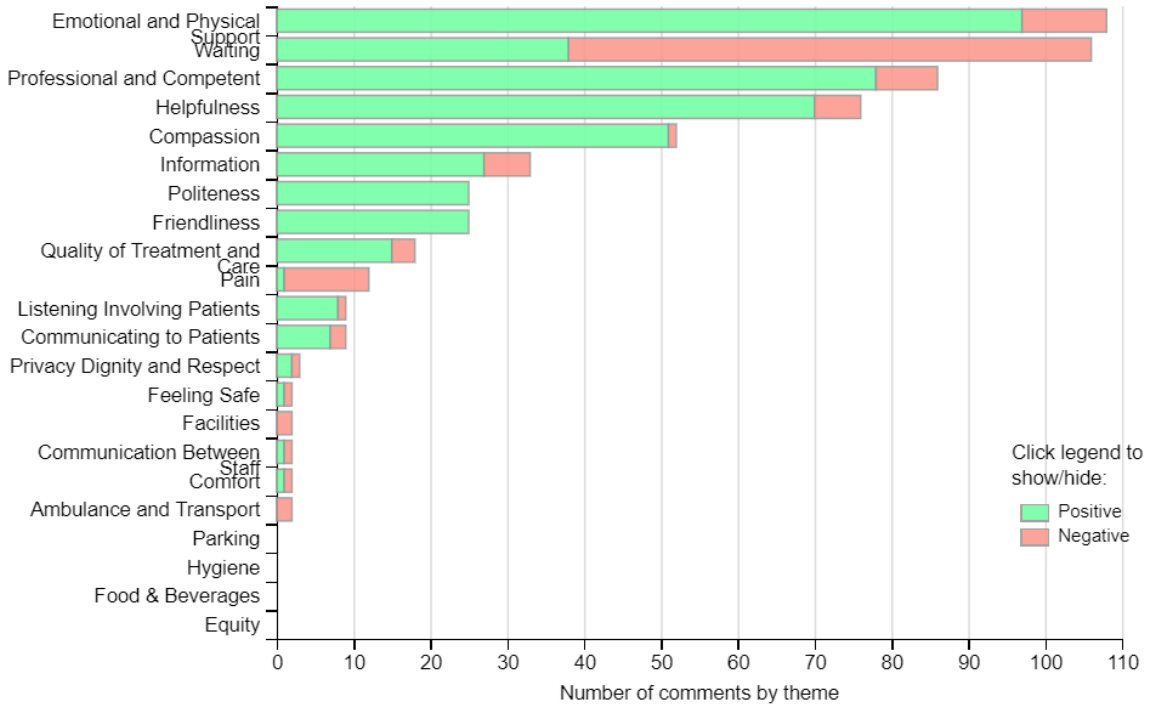
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Quarterly heat map legend

Heat Map

Showing: Survey results for chosen service, broken down by CCG, Resource Base and Cluster.

- Above benchmark
- 1-5 points below benchmark
- More than 5 points below benchmark

Survey: 111 survey
Start Date: 01/04/2021
End Date: 30/06/2021

Quarterly Heat Map

Resource CCG	Responses	Thinking of the 111 service we provide. Overall how was your experience of the service?	How helpful was the advice given by the 111 service? (please tick one only)	Did you follow the advice given by the 111 service? (please tick one only)	The person managing my call was helpful	Using the 111 service reassured me	If called back the advice and guidance given by that person who called me back was useful	The person managing my call treated me with dignity and respect	The person managing my call was kind and compassionate	I was confident of the ability of the person managing my call	The treatment I received at the health service I was referred to was good	The 111 service helped me to make contact with the right health service	The advice I was given by the 111 service worked well in practice	The 111 service dealt with my problem quickly	Are you clear about when to use the 111 service instead of another service?	If you faced a similar health problem in the future would you call the 111 service?	Overall
Resource CCG Score	589	83	85	94	87	79	82	88	87	85	81	83	80	80	96	89	85
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	122	80	82	95	85	77	83	88	86	81	81	81	77	76	95	88	84
NHS Newcastle Gateshead	99	83	82	91	87	75	79	87	86	83	81	79	79	80	97	85	84
NHS North Tyneside	35	91	88	90	94	82	87	93	91	94	83	88	83	83	100	93	89
NHS Northumberland	68	81	88	93	85	78	80	84	82	83	83	85	78	76	95	91	84
NHS South Tyneside	23	83	82	92	83	82	78	90	89	83	70	75	81	81	97	92	84
NHS Sunderland	79	78	83	97	85	77	83	87	86	85	81	82	80	79	97	84	84
NHS Tees Valley	108	86	90	96	89	85	84	91	90	88	82	87	85	82	96	92	88
No CCG	55	89	87	95	86	85	86	89	90	86	86	86	81	85	97	93	88

Please note: We select a random sample of patients to receive a survey from each area. Our respondent profile reflects those who return surveys, therefore some CCG's do not have a significant number of responses which can result in a small number of negative responses significantly impacting on satisfaction ratings

Demographic Breakdown

Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the 111 service we provide. Overall how was your experience?	Positive	83.1%	81.2%	86.0%	91.3%	73.8%	84.4%	85.5%	91.2%	80.0%	84.1%	75.0%	86.5%	85.4%	75.5%	88.0%	90.5%	85.4%	80.0%
	Negative	9.6%	11.5%	8.0%	0.0%	17.5%	9.0%	9.5%	0.0%	6.7%	9.5%	25.0%	7.0%	9.8%	16.4%	6.9%	9.5%	9.4%	10.0%
	Total	586	191	286	23	80	122	221	34	15	454	8	200	246	110	317	21	425	10
How helpful was the advice given by the 111 service? (please tick one only)	Very helpful	71.1%	71.6%	73.2%	69.6%	62.5%	69.4%	75.7%	82.9%	60.0%	72.7%	75.0%	72.9%	74.7%	61.8%	75.5%	85.7%	73.5%	50.0%
	Quite helpful	19.0%	17.9%	18.0%	26.1%	18.8%	19.8%	17.9%	11.4%	40.0%	17.7%	12.5%	19.1%	15.9%	20.0%	18.2%	14.3%	16.8%	50.0%
	Not very helpful	4.7%	4.7%	4.2%	4.3%	7.5%	5.0%	2.8%	5.7%	0.0%	4.2%	12.5%	5.0%	3.3%	6.4%	3.8%	0.0%	4.7%	0.0%
	Not helpful at all	5.1%	5.8%	4.6%	0.0%	11.3%	5.8%	3.7%	0.0%	0.0%	5.3%	0.0%	3.0%	6.1%	11.8%	2.5%	0.0%	5.0%	0.0%
	Total	506	190	284	23	80	121	218	35	15	451	8	199	245	110	314	21	422	10
Did you follow the advice given by the 111 service? (please tick one only)	Yes all of it	90.7%	89.9%	91.9%	95.5%	83.5%	88.4%	92.7%	100.0%	86.7%	91.3%	71.4%	92.0%	90.2%	87.0%	92.4%	90.0%	91.2%	100.0%
	Yes some of it	7.3%	6.3%	7.4%	4.5%	11.4%	8.3%	6.4%	0.0%	6.7%	6.7%	28.6%	6.5%	7.8%	9.3%	6.7%	10.0%	7.4%	0.0%
	No none of it	2.0%	3.7%	0.7%	0.0%	5.1%	3.3%	0.9%	0.0%	6.7%	2.0%	0.0%	1.5%	2.0%	3.7%	1.0%	0.0%	1.4%	0.0%
	Total	504	189	283	22	79	121	218	35	15	450	7	199	244	108	315	20	421	9
If you did not follow the advice why was this? (please tick one only)	I did not agree with the advice	8.3%	4.4%	12.0%	0.0%	8.8%	7.9%	12.2%	0.0%	16.7%	8.3%	25.0%	9.5%	9.0%	7.9%	7.7%	0.0%	9.1%	0.0%
	I did not understand the advice	0.8%	0.0%	1.3%	20.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	20.0%	1.0%	0.0%
	I tried to follow the advice but it did not work	15.9%	17.8%	12.0%	20.0%	8.8%	15.8%	17.1%	0.0%	16.7%	12.8%	25.0%	14.3%	14.9%	18.4%	12.3%	20.0%	13.1%	40.0%

	I was unable to follow the advice	6.1%	4.4%	8.0%	0.0%	5.9%	5.3%	9.8%	0.0%	0.0%	7.3%	0.0%	7.1%	6.0%	5.3%	6.2%	0.0%	7.1%	0.0%
	Other	73.5%	80.0%	70.7%	60.0%	79.4%	76.3%	68.3%	100.0%	66.7%	76.1%	50.0%	71.4%	76.1%	68.4%	78.5%	80.0%	75.8%	60.0%
	Total	132	45	75	5	34	38	41	2	6	109	4	42	67	38	65	5	99	5
As a result of calling the 111 service and the advice / care given was your: (please tick one only)	Problem resolved	50.0%	49.2%	52.5%	52.2%	45.6%	45.0%	55.3%	60.0%	53.3%	51.2%	62.5%	51.3%	51.2%	47.3%	51.0%	55.0%	49.9%	40.0%
	Problem improved	23.2%	23.5%	22.3%	30.4%	13.9%	21.7%	24.7%	31.4%	33.3%	22.8%	12.5%	23.6%	23.4%	16.4%	26.0%	25.0%	23.7%	0.0%
	Problem remained the same	23.6%	25.1%	21.3%	17.4%	34.2%	29.2%	17.7%	8.6%	6.7%	23.0%	12.5%	23.1%	21.7%	30.0%	21.2%	10.0%	23.0%	50.0%
	Problem worsened	3.2%	2.1%	3.9%	0.0%	6.3%	4.2%	2.3%	0.0%	6.7%	2.9%	12.5%	2.1%	3.7%	6.4%	1.9%	10.0%	3.4%	10.0%
	Total	496	187	282	23	79	120	215	35	15	447	8	195	244	110	312	20	417	10
If called back the advice and guidance given by that person who called me back was useful	Strongly agree	54.7%	53.2%	55.8%	59.1%	48.1%	52.5%	58.3%	54.3%	40.0%	55.7%	37.5%	55.8%	57.0%	49.1%	56.8%	66.7%	56.4%	40.0%
	Agree	25.8%	27.1%	24.7%	27.3%	19.0%	26.2%	25.9%	34.3%	40.0%	24.9%	37.5%	27.6%	23.1%	18.5%	26.7%	28.6%	24.5%	20.0%
	Neither agree or disagree	8.1%	6.4%	9.2%	9.1%	10.1%	8.2%	7.9%	5.7%	13.3%	7.8%	12.5%	6.0%	8.3%	10.2%	8.3%	0.0%	8.1%	30.0%
	Disagree	6.0%	6.9%	5.7%	4.5%	11.4%	6.6%	4.6%	2.9%	6.7%	6.2%	0.0%	7.0%	5.4%	12.0%	4.8%	0.0%	6.0%	10.0%
	Strongly disagree	5.4%	6.4%	4.6%	0.0%	11.4%	6.6%	3.2%	2.9%	0.0%	5.3%	12.5%	3.5%	6.2%	10.2%	3.5%	4.8%	5.0%	0.0%
	Total	481	188	283	22	79	122	216	35	15	449	8	199	242	108	315	21	420	10
The person managing my call treated me with dignity and respect	Strongly agree	50.8%	48.4%	52.9%	59.1%	49.4%	51.6%	50.2%	51.4%	46.7%	50.9%	62.5%	49.0%	55.6%	45.3%	53.1%	61.9%	52.8%	40.0%
	Agree	31.2%	34.9%	28.4%	18.2%	19.0%	27.9%	37.3%	42.9%	40.0%	31.4%	12.5%	38.1%	24.1%	24.5%	32.7%	28.6%	30.6%	10.0%
	Neither agree or disagree	10.1%	8.1%	11.5%	22.7%	12.7%	12.3%	7.7%	2.9%	13.3%	9.7%	12.5%	6.7%	12.0%	16.0%	8.4%	9.5%	8.4%	50.0%
	Disagree	3.6%	3.8%	3.6%	0.0%	8.9%	3.3%	2.4%	2.9%	0.0%	3.6%	12.5%	4.1%	3.7%	7.5%	2.9%	0.0%	3.9%	0.0%
	Strongly disagree	4.2%	4.8%	3.6%	0.0%	10.1%	4.9%	2.4%	0.0%	0.0%	4.3%	0.0%	2.1%	4.6%	6.6%	2.9%	0.0%	4.3%	0.0%
	Total	474	186	278	22	79	122	209	35	15	442	8	194	241	106	309	21	415	10
The person managing my call was kind and compassionate	Strongly agree	59.8%	61.6%	59.6%	59.1%	53.2%	59.8%	62.8%	63.6%	60.0%	60.0%	75.0%	59.8%	62.7%	50.0%	63.0%	81.0%	61.0%	50.0%
	Agree	26.0%	24.3%	26.5%	31.8%	19.0%	25.4%	27.1%	30.3%	26.7%	26.0%	12.5%	29.9%	22.5%	27.4%	25.6%	9.5%	25.4%	30.0%
	Neither agree or disagree	5.3%	4.9%	5.5%	4.5%	7.6%	4.1%	5.3%	3.0%	6.7%	4.8%	12.5%	3.6%	5.9%	5.7%	5.2%	4.8%	4.6%	10.0%

	Disagree	4.7%	4.3%	4.7%	4.5%	8.9%	5.7%	2.9%	3.0%	6.7%	4.8%	0.0%	4.1%	4.2%	6.6%	4.3%	4.8%	4.6%	10.0%
	Strongly disagree	4.3%	4.9%	3.6%	0.0%	11.4%	4.9%	1.9%	0.0%	0.0%	4.3%	0.0%	2.6%	4.7%	10.4%	2.0%	0.0%	4.4%	0.0%
	Total	470	185	275	22	79	122	207	33	15	438	8	194	236	106	305	21	413	10
I was confident of the ability of the person managing my call	Strongly agree	56.7%	59.0%	56.0%	59.1%	48.7%	48.3%	63.3%	68.8%	46.7%	57.4%	50.0%	55.4%	60.3%	47.2%	60.6%	61.9%	57.4%	40.0%
	Agree	25.5%	23.5%	26.4%	31.8%	21.8%	29.2%	23.2%	25.0%	33.3%	24.9%	25.0%	26.9%	23.9%	26.4%	23.8%	28.6%	25.0%	30.0%
	Neither agree or disagree	9.0%	7.7%	9.9%	4.5%	9.0%	12.5%	8.7%	3.1%	13.3%	9.2%	0.0%	9.8%	8.1%	13.2%	8.3%	0.0%	9.3%	10.0%
	Disagree	4.7%	6.6%	3.3%	4.5%	6.4%	4.2%	4.8%	3.1%	0.0%	4.8%	12.5%	5.2%	3.0%	5.7%	5.0%	0.0%	3.9%	20.0%
	Strongly disagree	4.1%	3.3%	4.4%	0.0%	14.1%	5.8%	0.0%	0.0%	6.7%	3.7%	12.5%	2.6%	4.7%	7.5%	2.3%	9.5%	4.4%	0.0%
	Total	466	183	273	22	78	120	207	32	15	434	8	193	234	106	302	21	408	10
Using the 111 service reassured me	Strongly agree	52.7%	53.5%	53.0%	54.5%	49.4%	49.2%	55.5%	60.0%	20.0%	53.8%	75.0%	51.8%	57.7%	44.3%	57.0%	61.9%	54.7%	40.0%
	Agree	27.4%	25.9%	28.0%	22.7%	21.5%	28.3%	28.0%	34.3%	46.7%	27.1%	0.0%	31.3%	24.3%	22.6%	28.2%	33.3%	27.0%	40.0%
	Neither agree or disagree	9.7%	9.7%	9.3%	22.7%	6.3%	10.0%	10.9%	0.0%	20.0%	9.3%	0.0%	9.2%	7.1%	12.3%	8.7%	0.0%	8.9%	20.0%
	Disagree	4.9%	4.9%	5.0%	0.0%	8.9%	7.5%	2.4%	5.7%	13.3%	4.5%	12.5%	4.1%	5.4%	8.5%	3.6%	4.8%	4.3%	0.0%
	Strongly disagree	5.3%	5.9%	4.7%	0.0%	13.9%	5.0%	3.3%	0.0%	0.0%	5.2%	12.5%	3.6%	5.4%	12.3%	2.6%	0.0%	5.1%	0.0%
	Total	474	185	279	22	79	120	211	35	15	442	8	195	239	106	309	21	415	10
The person managing my call was helpful	Strongly agree	66.1%	68.3%	65.9%	72.7%	60.8%	65.3%	67.8%	74.3%	73.3%	66.6%	62.5%	63.8%	70.3%	60.7%	68.3%	85.7%	68.1%	40.0%
	Agree	22.9%	22.0%	22.6%	22.7%	17.7%	22.3%	24.6%	22.9%	26.7%	22.8%	12.5%	28.1%	18.8%	22.4%	23.3%	9.5%	22.3%	40.0%
	Neither agree or disagree	6.3%	4.3%	7.2%	4.5%	7.6%	7.4%	5.2%	2.9%	0.0%	5.9%	12.5%	5.6%	5.4%	8.4%	5.2%	4.8%	5.0%	20.0%
	Disagree	1.3%	2.7%	0.4%	0.0%	2.5%	0.8%	1.4%	0.0%	0.0%	1.4%	0.0%	0.5%	1.3%	1.9%	1.0%	0.0%	1.0%	0.0%
	Strongly disagree	3.4%	2.7%	3.9%	0.0%	11.4%	4.1%	0.9%	0.0%	0.0%	3.4%	12.5%	2.0%	4.2%	6.5%	2.3%	0.0%	3.6%	0.0%
	Total	475	186	279	22	79	121	211	35	15	443	8	196	239	107	309	21	417	10
The treatment I received at the health service I was referred to was good	Strongly agree	61.8%	62.9%	62.3%	68.2%	57.0%	59.8%	63.7%	71.4%	40.0%	63.1%	62.5%	60.7%	66.0%	56.1%	64.3%	81.0%	64.1%	40.0%
	Agree	25.6%	24.7%	25.3%	27.3%	19.0%	26.2%	26.9%	25.7%	53.3%	24.7%	12.5%	29.1%	21.6%	24.3%	26.0%	14.3%	24.9%	30.0%
	Neither agree or disagree	6.5%	6.5%	6.4%	4.5%	8.9%	8.2%	5.7%	0.0%	6.7%	6.3%	0.0%	6.6%	6.2%	10.3%	5.1%	0.0%	5.5%	30.0%
	Disagree	2.1%	2.2%	1.8%	0.0%	2.5%	0.8%	2.4%	2.9%	0.0%	2.0%	0.0%	1.5%	1.7%	1.9%	1.9%	0.0%	1.2%	0.0%

	Strongly disagree	4.0%	3.8%	4.3%	0.0%	12.7%	4.9%	1.4%	0.0%	0.0%	3.8%	25.0%	2.0%	4.6%	7.5%	2.6%	4.8%	4.3%	0.0%
	Total	477	186	281	22	79	122	212	35	15	445	8	196	241	107	311	21	418	10
The 111 service helped me to make contact with the right health service	Strongly agree	64.1%	66.1%	63.8%	63.6%	62.0%	65.9%	63.4%	74.3%	40.0%	65.5%	62.5%	64.1%	68.0%	61.1%	66.7%	71.4%	66.0%	40.0%
	Agree	25.7%	25.8%	24.5%	31.8%	17.7%	23.6%	28.6%	22.9%	60.0%	24.6%	0.0%	26.8%	22.0%	24.1%	25.0%	19.0%	25.2%	30.0%
	Neither agree or disagree	6.1%	5.4%	6.4%	4.5%	7.6%	6.5%	5.6%	2.9%	0.0%	6.0%	0.0%	7.1%	5.4%	7.4%	5.4%	4.8%	4.8%	30.0%
	Disagree	2.3%	2.2%	2.5%	0.0%	5.1%	1.6%	2.3%	0.0%	0.0%	2.0%	25.0%	1.0%	2.5%	3.7%	1.9%	0.0%	2.1%	0.0%
	Strongly disagree	1.9%	0.5%	2.8%	0.0%	7.6%	2.4%	0.0%	0.0%	0.0%	1.8%	12.5%	1.0%	2.1%	3.7%	1.0%	4.8%	1.9%	0.0%
	Total	479	186	282	22	79	123	213	35	15	447	8	198	241	108	312	21	420	10
The advice I was given by the 111 service worked well in practice	Strongly agree	65.6%	67.4%	65.7%	63.6%	63.3%	64.8%	66.5%	77.1%	53.3%	66.7%	62.5%	65.1%	69.7%	61.1%	67.9%	76.2%	66.8%	40.0%
	Agree	27.8%	28.3%	26.4%	31.8%	21.5%	30.3%	28.7%	20.0%	46.7%	26.9%	12.5%	30.3%	24.1%	25.9%	28.2%	19.0%	27.4%	50.0%
	Neither agree or disagree	3.4%	1.6%	4.3%	4.5%	5.1%	3.3%	2.4%	2.9%	0.0%	3.4%	0.0%	3.6%	2.9%	5.6%	2.6%	0.0%	2.9%	10.0%
	Disagree	1.1%	1.1%	1.1%	0.0%	2.5%	0.0%	1.4%	0.0%	0.0%	0.9%	12.5%	0.0%	0.8%	0.9%	0.6%	4.8%	1.0%	0.0%
	Strongly disagree	2.1%	1.6%	2.5%	0.0%	7.6%	1.6%	1.0%	0.0%	0.0%	2.0%	12.5%	1.0%	2.5%	6.5%	0.6%	0.0%	1.9%	0.0%
	Total	474	184	280	22	79	122	209	35	15	442	8	195	241	108	308	21	416	10
The 111 service dealt with my problem quickly	Strongly agree	57.6%	57.0%	58.8%	70.0%	53.6%	54.2%	60.1%	61.5%	30.8%	58.8%	62.5%	53.3%	62.8%	47.2%	61.4%	66.7%	58.6%	0.0%
	Agree	25.3%	23.7%	24.9%	25.0%	17.4%	24.3%	27.7%	30.8%	61.5%	24.2%	0.0%	30.0%	20.1%	19.1%	25.7%	27.8%	24.5%	40.0%
	Neither agree or disagree	10.1%	10.4%	10.3%	5.0%	14.5%	15.0%	6.1%	7.7%	7.7%	10.1%	12.5%	10.0%	10.6%	19.1%	7.9%	0.0%	9.7%	60.0%
	Disagree	3.2%	5.2%	2.1%	0.0%	4.3%	3.7%	3.4%	0.0%	0.0%	3.2%	12.5%	3.3%	3.0%	6.7%	2.5%	0.0%	3.0%	0.0%
	Strongly disagree	3.7%	3.7%	3.9%	0.0%	10.1%	2.8%	2.7%	0.0%	0.0%	3.7%	12.5%	3.3%	3.5%	7.9%	2.5%	5.6%	4.2%	0.0%
	Total	375	135	233	20	69	107	148	26	13	347	8	150	199	89	241	18	331	5
How did you hear about the 111 telephone service? (please tick all that apply)	Media (TV radio newspaper etc.)	35.3%	42.9%	30.2%	26.1%	24.4%	23.6%	45.5%	44.1%	13.3%	36.2%	14.3%	31.5%	36.7%	30.0%	39.2%	30.0%	37.3%	40.0%
	Leaflet	5.8%	6.3%	4.9%	4.3%	1.3%	4.1%	6.8%	14.7%	6.7%	5.7%	0.0%	6.5%	5.7%	5.5%	6.0%	10.0%	6.4%	0.0%
	Friend/relative	18.0%	16.4%	18.9%	47.8%	14.1%	17.9%	16.8%	17.6%	20.0%	18.1%	28.6%	21.0%	16.7%	18.2%	18.0%	25.0%	18.6%	20.0%

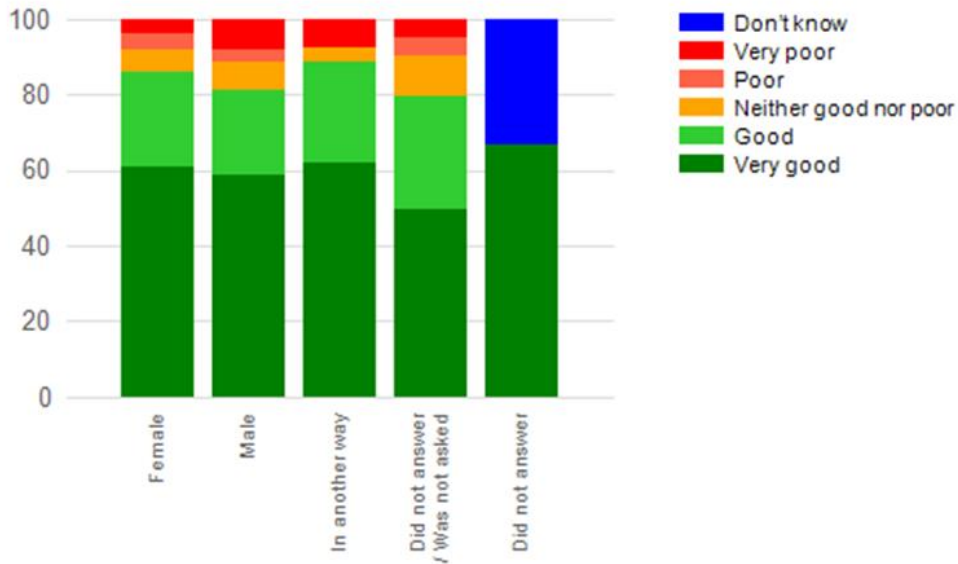
	Health service telephone message	9.5%	8.5%	10.2%	4.3%	6.4%	10.6%	9.1%	20.6%	13.3%	9.5%	14.3%	11.5%	8.2%	7.3%	10.8%	15.0%	9.4%	10.0%
	Online (computer laptop etc.)	9.3%	9.0%	9.1%	26.1%	12.8%	11.4%	5.5%	5.9%	13.3%	8.8%	28.6%	7.5%	11.4%	18.2%	6.3%	5.0%	8.5%	10.0%
	Other healthcare provider (e.g. GP)	24.7%	22.8%	26.0%	17.4%	17.9%	30.1%	25.5%	20.6%	33.3%	24.7%	14.3%	30.0%	19.6%	21.8%	24.1%	20.0%	24.3%	20.0%
	Local/regional event	0.4%	0.0%	0.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.4%	0.0%	1.0%	0.0%	0.9%	0.3%	0.0%	0.5%	0.0%
	Other	32.8%	30.2%	34.7%	13.0%	26.9%	32.5%	34.1%	55.9%	26.7%	33.6%	14.3%	35.0%	29.0%	30.0%	33.5%	25.0%	32.3%	40.0%
	Total	482	189	285	23	78	123	220	34	15	453	7	200	245	110	316	20	424	10
Are you clear about when to use the 111 service instead of another service?	Yes	94.2%	94.1%	94.4%	91.3%	96.2%	95.1%	93.1%	94.1%	86.7%	94.2%	100.0%	95.0%	95.9%	97.3%	93.3%	100.0%	95.3%	100.0%
	No	1.7%	1.6%	1.8%	0.0%	1.3%	1.6%	2.3%	0.0%	6.7%	1.5%	0.0%	2.0%	0.8%	0.9%	1.6%	0.0%	0.7%	0.0%
	Not sure	4.2%	4.3%	3.9%	8.7%	2.5%	3.3%	4.6%	5.9%	6.7%	4.2%	0.0%	3.0%	3.3%	1.8%	5.1%	0.0%	4.0%	0.0%
	Total	480	188	285	23	79	123	218	34	15	452	7	199	246	110	315	20	424	10
If you faced a similar health problem in the future would you call the 111 service?	Yes	84.5%	83.5%	85.2%	91.3%	74.4%	81.7%	88.1%	88.2%	60.0%	84.8%	100.0%	83.8%	86.1%	78.5%	86.9%	90.5%	86.0%	80.0%
	No	6.5%	8.0%	5.3%	4.3%	10.3%	8.3%	4.6%	5.9%	0.0%	6.9%	0.0%	6.1%	6.1%	11.2%	4.8%	0.0%	6.4%	0.0%
	Not sure	9.0%	8.5%	9.5%	4.3%	15.4%	10.0%	7.3%	5.9%	40.0%	8.3%	0.0%	10.2%	7.8%	10.3%	8.3%	9.5%	7.6%	20.0%
	Total	477	188	283	23	78	120	219	34	15	448	8	197	244	107	314	21	420	10
If the 111 service had not been available I would have contacted: (please tick only one)	The ambulance service	16.9%	15.3%	17.9%	17.4%	8.9%	10.3%	22.0%	27.3%	0.0%	17.3%	25.0%	21.5%	14.0%	18.5%	18.2%	0.0%	17.9%	10.0%
	Used A&E service	31.6%	36.6%	28.6%	34.8%	29.1%	34.2%	32.2%	24.2%	46.7%	31.4%	37.5%	29.8%	33.1%	31.5%	31.5%	45.0%	33.1%	20.0%
	Used primary care service (e.g. GP or urgent care centre)	42.1%	37.2%	45.4%	39.1%	46.8%	47.9%	36.9%	45.5%	46.7%	42.3%	25.0%	40.3%	43.4%	38.9%	41.9%	50.0%	39.9%	60.0%
	Used another service	4.3%	6.0%	3.2%	4.3%	5.1%	1.7%	5.6%	3.0%	0.0%	4.1%	12.5%	3.1%	4.5%	4.6%	4.2%	0.0%	4.1%	0.0%
	Used no service	5.1%	4.9%	5.0%	4.3%	10.1%	6.0%	3.3%	0.0%	6.7%	5.0%	0.0%	5.2%	5.0%	6.5%	4.2%	5.0%	5.1%	10.0%

	Total	468	183	280	23	79	117	214	33	15	440	8	191	242	108	308	20	414	10	
As a result of using NHS 111, I subsequently used:	The ambulance service	17.6%	18.6%	16.5%	26.1%	2.6%	15.4%	21.4%	40.9%	0.0%	18.5%	12.5%	26.3%	11.3%	16.2%	18.8%	15.8%	18.5%	0.0%	
	A&E service	23.7%	20.3%	25.6%	34.8%	34.2%	18.8%	21.9%	18.2%	28.6%	23.4%	25.0%	21.2%	26.6%	23.2%	23.4%	26.3%	23.2%	40.0%	
	Primary care service (e.g. GP or urgent care centre)	46.6%	47.1%	46.9%	30.4%	52.6%	53.8%	42.7%	36.4%	50.0%	46.6%	50.0%	41.3%	50.9%	44.4%	47.9%	52.6%	47.5%	40.0%	
	Another service	12.1%	14.0%	11.0%	8.7%	10.5%	12.0%	14.1%	4.5%	21.4%	11.6%	12.5%	11.2%	11.3%	16.2%	9.9%	5.3%	10.7%	20.0%	
	Total	431	172	254	23	76	117	192	22	14	406	8	179	222	99	282	19	383	10	
What is your age?	Under 16	1.4%	1.6%	1.4%	30.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.5%	2.4%	2.7%	0.9%	4.8%	1.6%	0.0%	
	16-24	3.3%	1.1%	4.9%	69.6%	0.0%	0.0%	0.0%	0.0%	6.7%	3.3%	0.0%	1.5%	4.5%	8.1%	1.9%	4.8%	3.0%	10.0%	
	25-44	16.6%	13.2%	18.8%	0.0%	100.0%	0.0%	0.0%	0.0%	33.3%	15.5%	50.0%	7.9%	24.4%	36.0%	9.4%	23.8%	15.9%	50.0%	
	45-64	25.5%	21.6%	27.8%	0.0%	0.0%	100.0%	0.0%	0.0%	33.3%	25.4%	25.0%	25.2%	26.4%	25.2%	23.3%	38.1%	25.5%	10.0%	
	65-84	46.0%	54.7%	40.3%	0.0%	0.0%	0.0%	100.0%	0.0%	26.7%	46.6%	25.0%	51.5%	39.8%	26.1%	54.4%	28.6%	46.6%	30.0%	
	85+	7.2%	7.9%	6.9%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	7.7%	0.0%	13.4%	2.4%	1.8%	10.1%	0.0%	7.3%	0.0%	
	Total	483	190	288	23	80	123	222	35	15	457	8	202	246	111	318	21	427	10	
How would you describe your gender?	Female	59.8%	0.0%	100.0%	78.3%	67.5%	65.6%	52.5%	57.1%	40.0%	60.4%	62.5%	57.7%	62.4%	56.4%	61.8%	42.9%	58.6%	60.0%	
	Male	39.6%	100.0%	0.0%	21.7%	31.3%	33.6%	47.1%	42.9%	60.0%	38.9%	37.5%	41.3%	37.1%	42.7%	37.5%	57.1%	40.7%	40.0%	
	In another way	19.7%	18.3%	19.8%	0.0%	5.0%	13.1%	25.8%	51.4%	6.7%	20.4%	12.5%	24.9%	14.7%	9.1%	24.3%	9.5%	20.0%	20.0%	
	Total	482	191	288	23	80	122	221	35	15	455	8	201	245	110	317	21	425	10	
What is your ethnic group?	White British	95.2%	93.7%	96.2%	95.7%	88.8%	94.3%	97.3%	100.0%	0.0%	100.0%	0.0%	97.5%	94.7%	97.3%	98.1%	57.1%	96.7%	90.0%	
	Asian or Asian British	1.9%	3.2%	1.0%	4.3%	5.0%	1.6%	0.9%	0.0%	60.0%	0.0%	0.0%	0.5%	2.9%	0.9%	0.0%	38.1%	1.7%	10.0%	
	Mixed/multiple ethnic group	0.2%	0.0%	0.3%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%
	White Other	1.7%	1.6%	1.7%	0.0%	5.0%	1.6%	0.9%	0.0%	0.0%	0.0%	100.0%	1.0%	2.0%	1.8%	1.6%	4.8%	1.4%	0.0%	
	Other	0.2%	0.5%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	0.8%	1.1%	0.7%	0.0%	1.3%	0.8%	0.9%	0.0%	0.0%	26.7%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	480	189	286	23	80	123	219	35	15	457	8	202	244	111	316	21	424	10	

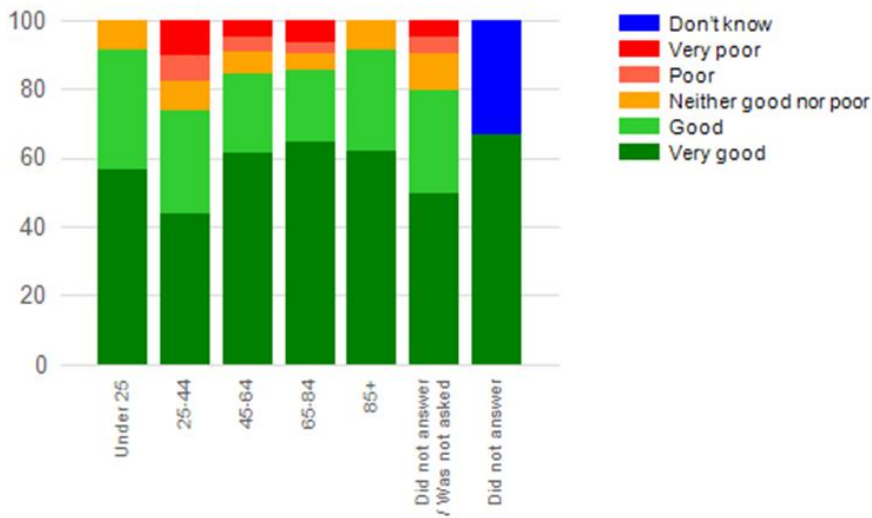
How would you describe your religion or belief?	Buddhist	0.4%	0.5%	0.4%	4.3%	1.3%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	9.5%	0.2%	11.1%
	Christian	66.9%	63.6%	69.0%	39.1%	38.0%	60.7%	79.7%	91.4%	7.1%	68.6%	62.5%	74.1%	62.4%	0.0%	100.0%	0.0%	70.4%	11.1%
	Hindu	0.6%	0.5%	0.7%	0.0%	0.0%	0.8%	0.9%	0.0%	14.3%	0.2%	0.0%	1.0%	0.4%	0.0%	0.0%	14.3%	0.7%	0.0%
	Jewish	0.4%	1.1%	0.0%	0.0%	0.0%	0.8%	0.5%	0.0%	0.0%	0.4%	0.0%	1.0%	0.0%	0.0%	0.0%	9.5%	0.5%	0.0%
	Muslim	0.8%	1.6%	0.4%	0.0%	2.5%	0.8%	0.5%	0.0%	28.6%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	19.0%	0.7%	0.0%
	No religion or belief	23.3%	25.1%	21.8%	52.2%	50.6%	23.0%	13.4%	5.7%	7.1%	23.9%	25.0%	17.9%	28.6%	100.0%	0.0%	0.0%	22.6%	77.8%
	Other	2.1%	2.7%	1.8%	4.3%	2.5%	4.1%	0.9%	0.0%	0.0%	2.0%	12.5%	1.5%	2.4%	0.0%	0.0%	47.6%	2.1%	0.0%
	Prefer not to say	5.5%	4.8%	6.0%	0.0%	5.1%	9.8%	4.1%	2.9%	28.6%	4.9%	0.0%	4.5%	4.1%	0.0%	0.0%	0.0%	2.8%	0.0%
	Total	477	187	284	23	79	122	217	35	14	452	8	201	245	111	319	21	425	9
Are your day-to-day activities limited because of a health problem or disability?	Yes	42.8%	44.4%	41.3%	18.2%	20.3%	41.8%	47.9%	81.8%	20.0%	44.0%	28.6%	100.0%	0.0%	33.3%	47.5%	35.0%	43.9%	44.4%
	No	51.9%	48.7%	54.4%	77.3%	75.9%	53.3%	45.2%	18.2%	53.3%	51.6%	71.4%	0.0%	100.0%	64.8%	48.7%	60.0%	52.5%	55.6%
	Prefer not to say	5.3%	7.0%	4.3%	4.5%	3.8%	4.9%	6.9%	0.0%	26.7%	4.5%	0.0%	0.0%	0.0%	1.9%	3.8%	5.0%	3.6%	0.0%
	Total	474	187	281	22	79	122	217	33	15	448	7	203	246	108	314	20	419	9
How would you describe how you think of your sexual orientation?	Heterosexual or straight	89.7%	91.5%	88.3%	87.0%	86.1%	89.3%	90.9%	93.9%	53.3%	90.9%	85.7%	92.9%	90.2%	87.3%	95.2%	85.7%	100.0%	0.0%
	Gay or lesbian	1.5%	2.1%	1.1%	0.0%	5.1%	0.8%	0.9%	0.0%	6.7%	1.3%	0.0%	2.0%	1.2%	4.5%	0.3%	4.8%	0.0%	70.0%
	Bisexual	0.6%	0.0%	1.1%	4.3%	1.3%	0.0%	0.5%	0.0%	0.0%	0.7%	0.0%	0.0%	0.8%	1.8%	0.0%	0.0%	0.0%	30.0%
	Other	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
	Don't know or not sure	0.2%	0.0%	0.4%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	7.8%	6.3%	8.9%	4.3%	7.6%	9.8%	7.3%	6.1%	40.0%	6.7%	14.3%	4.5%	7.4%	5.5%	4.5%	4.8%	0.0%	0.0%
	Total	477	189	282	23	79	122	219	33	15	451	7	198	244	110	314	21	428	10

Friends and Family Test Demographic Breakdown Graphs

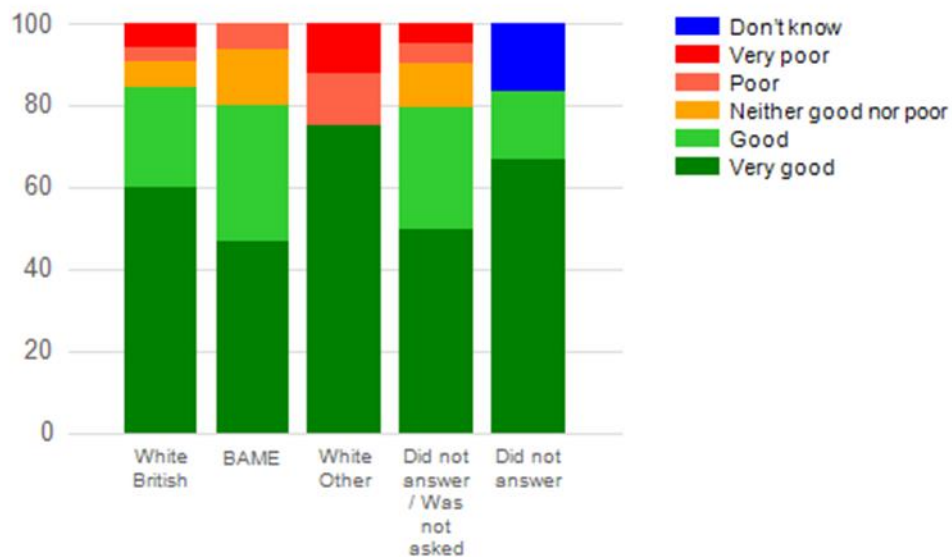
Gender



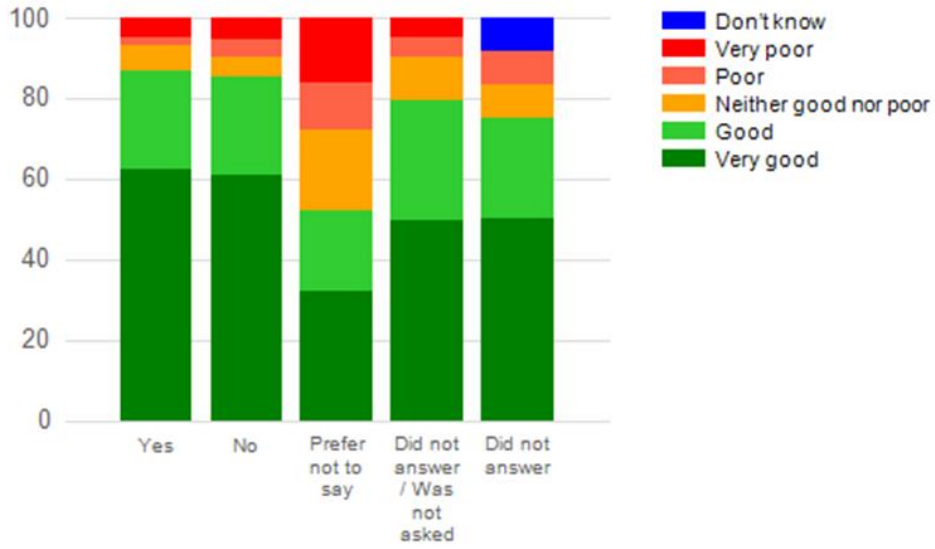
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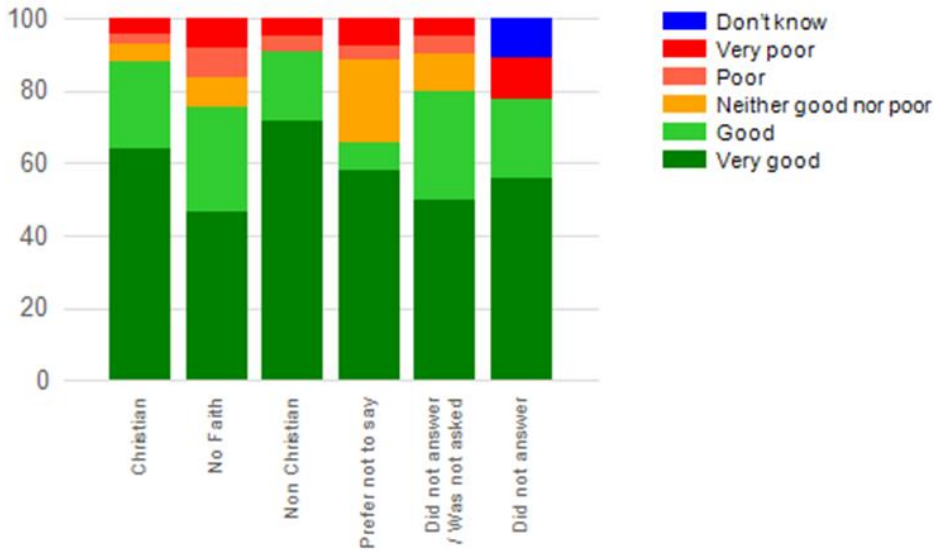
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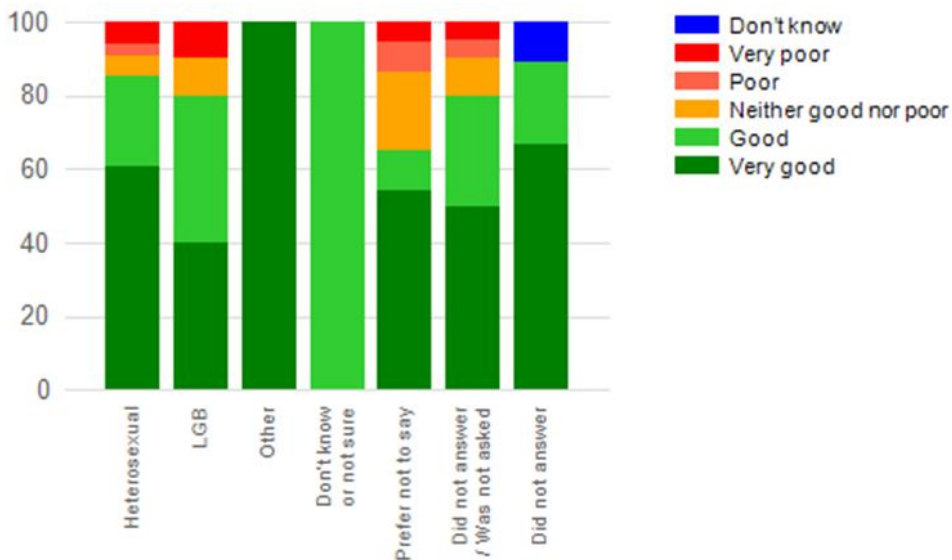
Disability



Religion or Faith



Sexual Orientation



Full Question Set

Question 1: Thinking of the 111 service we provide. Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very good	340	58.0%
Good	147	25.1%
Neither good nor poor	42	7.2%
Poor	23	3.9%
Very poor	33	5.6%
Don't know	1	0.2%
Total	586	100%

Question 5: How helpful was the advice given by the 111 service? (please tick one only)

Available Answers	Responses	Score (%)
Very helpful	360	71.1%
Quite helpful	96	19.0%
Not very helpful	24	4.7%
Not helpful at all	26	5.1%
Total	506	100%

Question 6: Did you follow the advice given by the 111 service? (please tick one only)

Available Answers	Responses	Score (%)
Yes all of it	457	90.7%
Yes some of it	37	7.3%
No none of it	10	2.0%
Total	504	100%

Question 9: The 111 service dealt with my problem quickly

Available Answers	Responses	Score (%)
Strongly agree	263	54.7%
Agree	124	25.8%
Neither agree or disagree	39	8.1%
Disagree	29	6.0%
Strongly disagree	26	5.4%
Total	481	100%

Question 9: The advice I was given by the 111 service worked well in practice		
Available Answers	Responses	Score (%)
Strongly agree	241	50.8%
Agree	148	31.2%
Neither agree or disagree	48	10.1%
Disagree	17	3.6%
Strongly disagree	20	4.2%
Total	474	100%

Question 9: The 111 service helped me to make contact with the right health service		
Available Answers	Responses	Score (%)
Strongly agree	281	59.8%
Agree	122	26.0%
Neither agree or disagree	25	5.3%
Disagree	22	4.7%
Strongly disagree	20	4.3%
Total	470	100%

Question 9: The treatment I received at the health service I was referred to was good		
Available Answers	Responses	Score (%)
Strongly agree	264	56.7%
Agree	119	25.5%
Neither agree or disagree	42	9.0%
Disagree	22	4.7%
Strongly disagree	19	4.1%
Total	466	100%

Question 9: Using the 111 service reassured me		
Available Answers	Responses	Score (%)
Strongly agree	250	52.7%
Agree	130	27.4%
Neither agree or disagree	46	9.7%
Disagree	23	4.9%
Strongly disagree	25	5.3%
Total	474	100%

Question 9: The person managing my call was helpful

Available Answers	Responses	Score (%)
Strongly agree	314	66.1%
Agree	109	22.9%
Neither agree or disagree	30	6.3%
Disagree	6	1.3%
Strongly disagree	16	3.4%
Total	475	100%

Question 9: I was confident of the ability of the person managing my call

Available Answers	Responses	Score (%)
Strongly agree	295	61.8%
Agree	122	25.6%
Neither agree or disagree	31	6.5%
Disagree	10	2.1%
Strongly disagree	19	4.0%
Total	477	100%

Question 9: The person managing my call was kind and compassionate

Available Answers	Responses	Score (%)
Strongly agree	307	64.1%
Agree	123	25.7%
Neither agree or disagree	29	6.1%
Disagree	11	2.3%
Strongly disagree	9	1.9%
Total	479	100%

Question 9: The person managing my call treated me with dignity and respect

Available Answers	Responses	Score (%)
Strongly agree	311	65.6%
Agree	132	27.8%
Neither agree or disagree	16	3.4%
Disagree	5	1.1%
Strongly disagree	10	2.1%
Total	474	100%

Question 9: If called back the advice and guidance given by that person who called me back was useful

Available Answers	Responses	Score (%)
Strongly agree	216	57.6%
Agree	95	25.3%
Neither agree or disagree	38	10.1%
Disagree	12	3.2%
Strongly disagree	14	3.7%
Total	375	100%

Question 12: Are you clear about when to use the 111 service instead of another service?

Available Answers	Responses	Score (%)
Yes	452	94.2%
No	8	1.7%
Not sure	20	4.2%
Total	480	100%

Question 13: If you faced a similar health problem in the future would you call the 111 service?

Available Answers	Responses	Score (%)
Yes	403	84.5%
No	31	6.5%
Not sure	43	9.0%
Total	477	100%

