



# 111 Service

## Patient Survey Feedback

Month: September 2021



**70%**

**Very good or good overall experience of the service**

### Free text comments

#### Positive free text comments

I called for advice which lead to an appointment to see a doctor.

The call handler was very calm and reassuring. I didn't have to wait too long for my call to be answered.

Very professional, calm, understanding as to the reason for my call and despite the service being very busy I did not feel rushed during the call.

#### Negative free text comments

Time it took to answer was too long.

The time it took to get through was too long. The 12 hour wait for a doctor to contact me was too long. The doctor that rang eventually was professional and understanding noting the antibiotics that worked for me.

Waited a long time to talk to someone they were very busy more staff would improve the service.

### Number of responses

Online	21	<b>Total: 160</b>
Print	79	
Text	60	

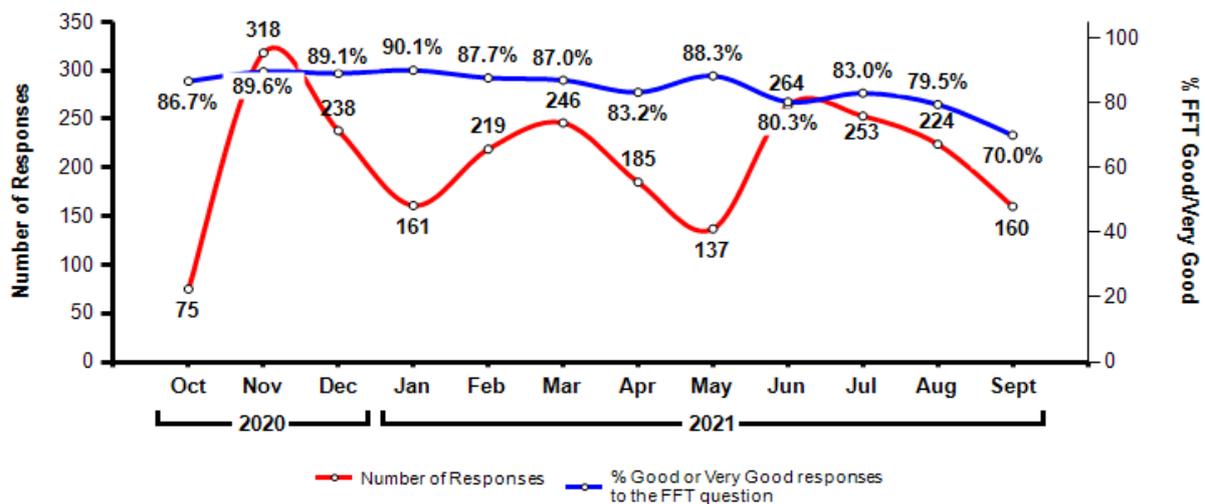


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and good (combined)</b>	<b>112</b>	<b>70%</b>	<b>-9.5</b>
Very good	71	44.4%	-10.1
Good	41	25.6%	+0.6
Neither good nor poor	13	8.1%	-1.7
Poor	16	10%	+3.8
Very poor	17	10.6%	+6.6
Don't know	2	1.3%	+0.8

Please note: comparisons above are made against the previous month's report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

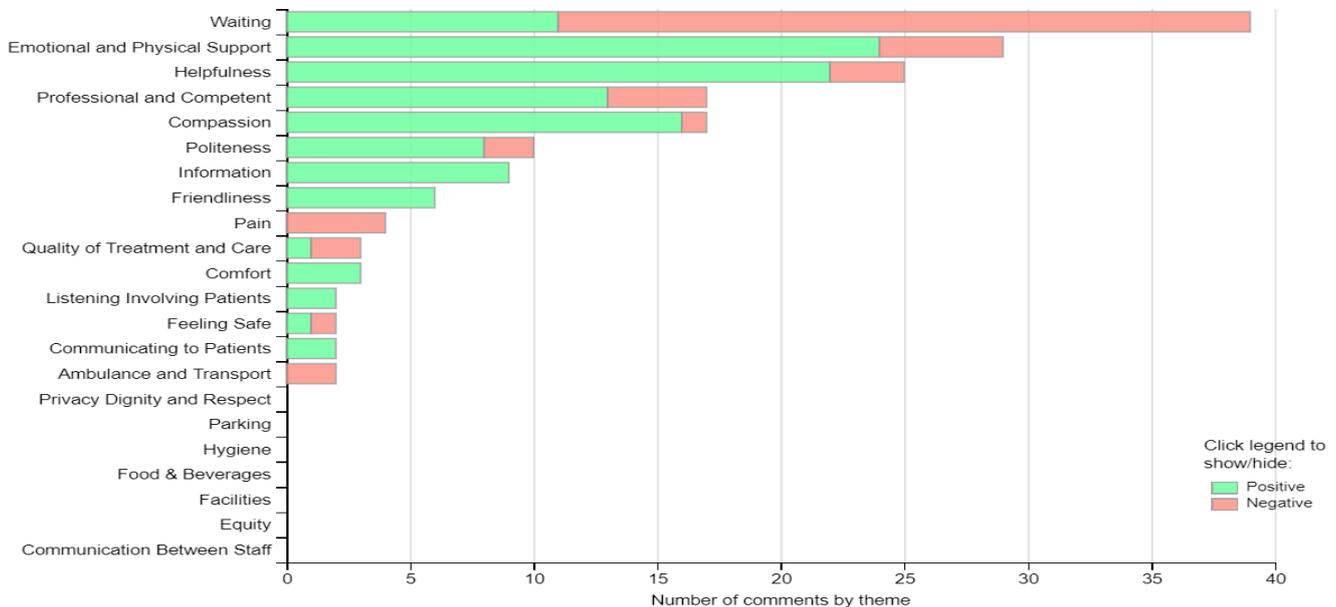
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





Results by resource CCG									
Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	70%	20.6%	160	71	41	13	16	17	0
County Durham	60%	31.4%	35	14	7	2	6	5	0
Newcastle Gateshead	67.7%	16.1%	31	13	8	4	2	3	0
North Tyneside	77.8%	22.2%	9	4	3	0	1	1	0
Northumberland	61.1%	27.8%	18	6	5	2	3	2	0
South Tyneside	85.7%	14.3%	7	6	0	0	0	1	0
Sunderland	83.3%	5.6%	18	9	6	2	1	0	0
Tees Valley	66.7%	19%	21	8	6	3	0	4	0
No CCG	81%	19%	21	11	6	0	3	1	0

### Free text comments

4:30pm district nurse phoned 111 for me. 8:30pm call from 111 - someone would be sent. 12:45am paramedic arrived.
45 minutes on hold waiting for someone to answer the phone very stressful waiting in time of need.
A pleasant interview no real outcome.
Absolutely brilliant service and excellent customer service.
After I rang 111 I got told I'd get a call back roughly within 3-6 hours I ended up hearing nothing back at all.
All drivers have been most helpful, well mannered and nothing was too much trouble for them.
Ambulance turned up early hours of morning. After blood test at surgery. (Did not call 111).
Arrival of ambulance was quick!
As I feel safe when I see an ambulance and staff.
Asked several questions and referred me to GP.
Because just kept getting message how busy service was.
Because they were helpful and the doctor came out to see me to check if I was okay.
Because you gave first class medical care and got me appointment with my doctor which I could not get.
Call handler was very helpful and reassuring.
Call handlers were very pleasant and helpful. Very good advice received.
Courtesy and attention.
Dr who took my 111 call came out to see me - very impressed.
Empathetic staff, kept me calm and found me a solution.
Fast response to my query, same day appointment arranged after questions asked and assessed.



Found them very helpful.
Friendly and efficient.
Gave me the information I needed
Gave wrong information after wait time of 30 mins.
Given reasonable advice and information.
Good advice given and the lady was polite and helpful.
Good but waited 55 mins for call to be answered.
Good service and a quick ring back and advice.
Good service.
Had up to a 2hr wait time
Happy with service
Have used 111 on a few occasions am looking after friends who have been in a serious RTA on one occasion was told they couldn't get an ambulance for over 4 hours and had to try and get a taxi as I was very ill.
Help was on hand and I got medication.
Helpful.
I called for advice which lead to an appointment to see a doctor.
I expected waiting. A lot longer.
I have had 3 separate occasions recently to call 111 and on each occasion I had a positive end to my problems.
I just didn't give a 10 as I waited quite a while on phone.
I never contacted 111? They contacted me after I had been to my GP for a blood test. A 111 doctor contacted me about the result and advised me to go hospital the same day?
I rang on bank holiday Monday suffering toothache. The operator said he'd get a dental nurse to call me. I received a call from the emergency dentist within the hour.
I requested a Dr call and this happened within 2 hours of my call.
I respect the Ambulance service and all the they do
I tried to book into drs because I had suspected kidney infection. Couldn't get in and 111 made an appointment for me.
I was bleeding heavily. Had to wait 40 minutes to speak to person. I was advised that an urgent care ambulance would be sent but might be 1 1/4 hours because busy. No ambulance came. My life was saved by a stranger who took me to hospital (and was fined for parking while he rushed me in to emergency care.
I was grateful to have someone to reassure me.
I was in considerable pain from a torn calf muscle and haematoma and at risk of thrombosis and wanted a referral to use the Hexham urgent care centre. My surgery was shut so I could not call my GP. The 111 service said the GP had to make the decision, thus providing no help whatsoever.
I was not aware I was travelling anywhere as I was so ill. Bleed on the brain.
I was on my death bed with covid. The idiotic call handler tried to state that I needed to consult with a pharmacist! I needed a doctor!
It took 2 days to get advice.
It took 45 mins for the call to get asked.
It very sympathetic approach to my problem and helped me to be calm at all times.
It was helpful and good advice supplied
Long hold time, but appreciate how many people must call. Good customer service, explaining why seemingly odd questions would be asked. Incorrect referral done resulting in awkward call with a pharmacist advising wrong procedure followed which lead to a delay on treatment.



Long waiting times and ineffective solution. Actively ignored when discussing treatment; I was advised not to take ibuprofen by my consultant for a variety of reasons which were relayed to the doctor who then told me to just take them anyway.
More or less, dealt with straight away and good advice.
My little boy had fear of hospital and for the first time felt comfortable and loved everyone
Need medication for my heart run out chemist close they got me chemist medication.
No answer after ringing for 30 mins.
No where else to go other than A+E.
Not admitted when we eventually got an answer. Husband died a few weeks later.
On hold too long, not very helpful.
Over 1 hour wait on telephone. Waited 4 hours for call back. Had to call back.
Past from one to another. Even supervisor didn't have a clue SHOCKING.
Polite and helpful.
Prompt and very professional.
Prompt response to telephone call helpful advice for the questions asked.
Questions drag on and on.
Questions quick and easy to get through.
Quick and efficient.
Quick response to my query. Operator understood my concern and directed me for immediate treatment.
Really friendly and very helpful.
Really understanding.
Reliable service, most helpful staff who go above and beyond during such a hard, demanding time for the NHS.
Service was very good when I got through but the wait time was too long.
Service was very good.
Simple very helpful, full of good advice.
Spoke plainly and calmly.
The advice given finally recognised a potential emergency and booked an appropriate appointment.
The ambulance people that came where very nice n helpful.
The call handler was very calm and reassuring. I didn't have to wait too long for my call to be answered.
The first time is 1:30am hopeless at 5:30am super.
The length of time to get through then the questions asked.
The operator listened carefully to what I said. Asked pertinent questions about how I felt and my worries. Checked if I was happy with her decision.
The operator was rude and impatient because I didn't know what the correct procedure.
The paramedic was very calm and concise in the help and advice she gave me. She took the time I needed she did a great job.
The person I spoke to gave me inaccurate information which is annoying after waiting for 30 mins to get through to the relevant department.
The person I spoke to was very efficient and thorough they dealt with it quickly. I got an X-Ray that day.
The service is irrelevant if they can book you in and get you to seen by somebody/Doc or dentist no need for it, waste of time and a waste of money on the NHS it doesn't provide a good service.
The two people "men" were very understanding compassionate and kind and caring for me.
The waiting times for call backs and getting into hospital was ridiculous but I understand that it's crazy busy but it was hard!



There was a 25 minute wait for an answer but the call taker was very nice and took the time to help as much as possible and got me a call back from a nurse within an hour.
They contacted the service I needed.
They listen to what you say and help you as much as possible the best way they can very well done.
They were out quickly after phone call and were thorough and friendly.
They were very helpful for what I needed to know.
Time taken to get response from a Dr.
To be sure my son was OK.
To the point.
To wait over 1 1/2 hrs for an ambulance for an emergency just not on.
Took 45 minutes to get through.
Took over 1 hour 20 minutes to get through via the phone. The handler didn't wait for me to finish talking about my symptoms, she jumped in and decided I needed an emergency ambulance when instead I should have been given a doctors appointment. She decided my symptoms were heart related when they were a bad reaction to PPI medication.
Took over 1hr to answer call.
Took time to speak to someone - not everyone has access to internet.
Took too long for the service to answer.
Very helpful and considerate operator.
Very helpful, really calming and reassuring. In time of crisis, she really did do her best to get help and support to me. I had severe sciatica, she did all she could to help me get into a comfortable position. Great experience.
Very polite sent me to the wrong place but was corrected.
Very professional, calm, understanding as to the reason for my call and despite the service being very busy I did not feel rushed during the call.
Very quick in getting me an appointment at the local walk in centre within 2 hours.
Waited too long for a call back and was unsure about the way they deal with patients or people in general.
When I called 111 the call was answered promptly and politely by the receiver.
As explained earlier. If patients had better access to GP then I believe less contact would be made to 111 and unnecessary A & E attendances.
Call handler very calming. The length of time waiting for someone to answer is not acceptable.
Dissatisfied - the NHS has become a joke. Using the COVID "outbreak" as a total cop out for everything. I personally know the NHS is managed abysmally from the top down and it has become nothing but a tax burden and cash grab for the people at the top of the management. Supply chain, personnel and HR, procurement, business management, facilities.. All an absolute joke.
Doctor took the time to explain the symptoms of Covid and what was best to take to ease symptoms.
Failure to carry out undertakings. Inability to admit inadequacy. Gave false impression of professional standards. Put me in danger by these pretences.
Fully satisfied with all the aspects of the service.
Happy with the whole experience.
Helpful and able to give me an out of hours appointment which meant I was not sitting around for hours feeling unwell.
How quickly help was sent.
I did not get the care and service provided as times were very long and I did not get an adequate answer to my problem in the fact I rang the service 5 times before I got to talk to someone.
I do think that the whole set of questions is sometimes pointless if it is a repeat call. We must have set several minutes of wasted time answering the same questions.



I felt as though the handler was merely using a check box system instead of listening to my information. I have had the exact symptoms before because of a reaction to similar medication which resulted in an unnecessary ambulance and trip to A&E that could have been dealt with by a G.P.

I had my 3 year old crying in the background due to injury and the call taker was never fazed and was very patient with me trying to get to the answers he needed.

I have medical problems I had already told x2 I could not do what they were saying I has tried to get help from their suggestion.

I was advised to call the chemotherapy emergency line despite the fact that I advised the call handler that I understood this was no longer manned out of hours. When I called 111 again and went through my symptoms was then advised to go to A&E.

I was advised to go to hospital if my condition didn't improve although I wasn't capable of driving and had no one to take me.

I was over all happy with the service I received, obviously things took a while with it being busy, but I didn't feel rushed off the phone or anything.

Just never got through last night so not sure how I got given this survey.

Lack of listening.

Not being able to speak to a person.

Not helpful at all, attitude was terrible sounded like they couldn't be bothered with the call.

Nothing was achieved from the call. I still had to wait at risk and in pain until I could speak to my GP.

Operator was very helpful and reassured me and arranged doctor appointment.

Satisfied about the information and advice I was given.

Staff where super friendly. Super helpful.

The call handler was sympathetic to my needs.

The time it took to get through was too long. The 12 hour wait for a doctor to contact me was too long. The doctor that rang eventually was professional and understanding noting the antibiotics that worked for me.

The whole experience was swift and seamless. The only critic is to advise patient of any changes ie male student paramedics.

Time it took to answer was too long.

Well I appreciate you contacting me because I'm still waiting of advice from the hospital? I didn't get a discharge paper from hospital or a follow up appointment for another blood test.

**Anything we could have done better?**

1 Answered promptly or admitted unable to deal, 2 Dispatched ambulance as claimed, 3 If unable to deal with situation ADMIT this and confirm that I was on my own.

A shorter wait before the phone was answered.

Ambulance driver could have taken a more direct route to QE.

Answer call quicker.

Answer phone sooner.

Answer quicker/have more call staff available.

Answer the phone quicker, quicker transport as ambulance takes hours.

Answer the phone.

Answered quicker - more staff to answer calls.

Answered the phone quicker, been more friendly on the phone.

Answered the phone quicker.

Been a bit quicker to answer would have been nice.

Better attitude towards patients it's a regular thing when you ring them especially when you have a condition where you have to use the service a few times a year.



Better training is required with up to date information whilst I understand the difficulties of current situation with COVID etc.
Difficult to say. Perhaps an immediate indication to go straight to drop in clinic.
For the amount of blood loss should have been quicker.
Have more vehicles and trained personnel.
Having a dedicated number to call back.
How long have you got, I am a quality assurance manager, I could speak all day about processes relating to training, competence, system measuring and monitoring. Short term, get some better advisors and interview them better!
I think pharmacists should be able to do repeat prescriptions for antibiotics in my case to ease the workload of gp's.
I understand that some things take time and students need to learn but a bit of forewarning about the male student paramedic would have been appreciated.
I was happy with service received. Call wait was over an hour but under the circumstances at the time I understand length of time to wait.
If I had been contacted much earlier, my complaint was DUT following accident. Also should have rather been a doctor.
If someone is unwell the last thing they want is to answer so many questions. I'm sure they could be shortened.
Improve speed.
Improvements to GP appointments will put less pressure on 111 and unnecessary hospital attendances.
Increase the number of call handlers.
It would help if you could access NHS details, ie asking 93 year old is she sexually active!!
Learn to listen. Stop asking stupid questions. Told them twice I could not just walk in to dental hospital I know because I had been.
Length of time waiting on phone.
Less waiting time to get through to them.
Listen to callers and take on board what they are saying.
Listen to us. Check record to see if patient rarely contacts 111 then realise maybe help is needed!
Listened to what was being said properly then some questions wouldn't have been needed.
Listening to the patient.
Maybe not put people through to mental health crisis line they are neither caring or competent.
More staff.
Need more staff manning phones also James Cook 5 mins drive from my home but was sent to Redcar.
Not pass people around to multiple doctors who ask the same questions over and over again and make empty promises.
Not taken so long to ring patients back.
Only that after being passed on eventually to a doctor I had to contact my own GP which is directly impossible to do.
Provide a COVID test.
Reduced waiting time. Staff just following script.
Shorter response time.
The ambulance staff are great the office who gives you advice is not.
The antibiotics prescribe by the 111 service were not effective so I contacted my GP practice. The doctor prescribed different antibiotics which were more effective but I am still under GP care.
The time it took for the ambulance to arrive after phone call.



Told me up front there is a problem getting an ambulance.
Took a long time to get an answer.
Waited a long time to talk to someone they were very busy more staff would improve the service.
Waiting time for call to be answered.
Waiting time.
Waiting times on phone not good.
You could have given me approval to visit the Urgent Care centre or Ambulatory Care unit.
You could have referred me to A and E. I made this decision myself, albeit reluctantly.