



111 Service

Patient Survey Feedback

Month: October 2021



	71.2%	Very good or good overall experience of the service
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Free text comments

Positive free text comments	Very helpful listening to what I had to say
	The service excellent. Well done NHS
	Because the operator I spoke to was really helpful. I felt very reassured with her response
Negative free text comments	Waiting time is too long
	I was on the phone for nearly two hours before anyone answered
	Dissatisfied with the call wait times as well as the information provided

Number of responses

Online	12	Total: 153
Print	79	
Text	62	

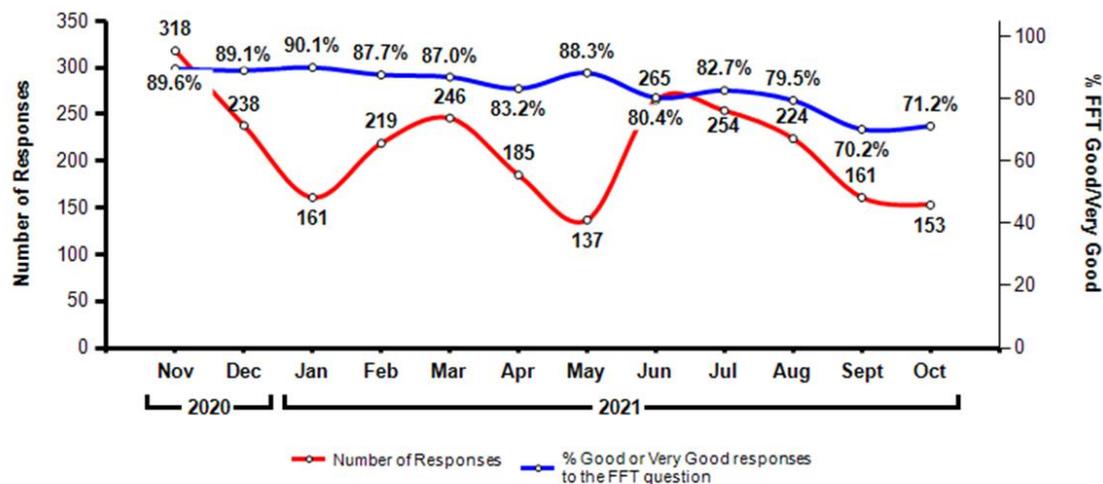


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	109	71.2%	+1.1
Very good	69	45.1%	+0.4
Good	40	26.1%	+0.7
Neither good nor poor	17	11.1%	+3
Poor	14	9.2%	-0.8
Very poor	12	7.8%	-2.7
Don't know	1	0.7%	-0.6

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.

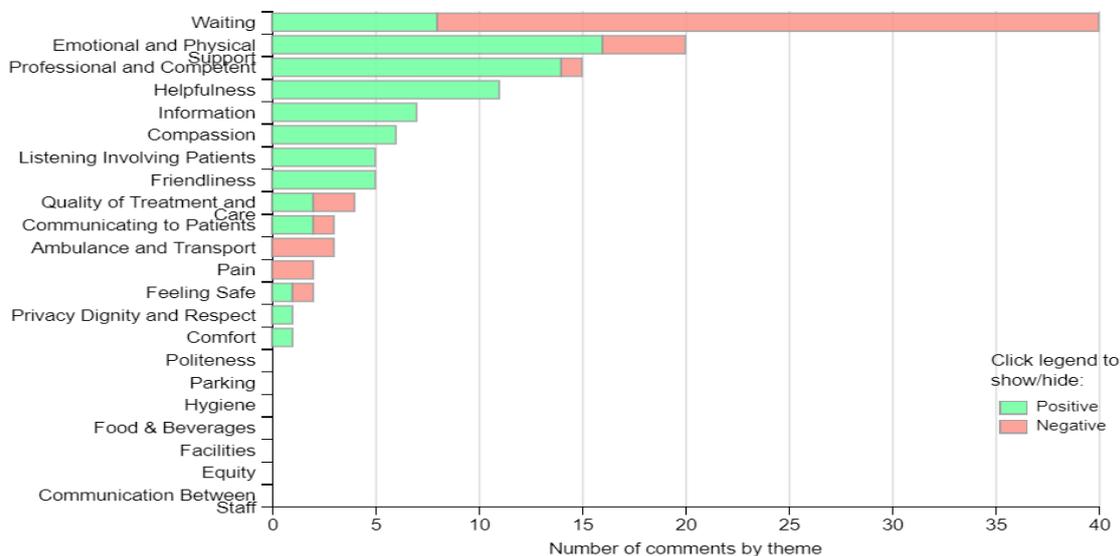
Survey trend graph

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	71.2%	17.0%	153	69	40	17	14	12	0
County Durham	84.2%	5.3%	38	21	11	4	2	0	0
Newcastle Gateshead	65.4%	23.1%	26	12	5	3	3	3	0
North Tyneside	63.6%	27.3%	11	3	4	1	2	1	0
Northumberland	66.7%	8.3%	12	4	4	3	1	0	0
South Tyneside	75.0%	25.0%	4	3	0	0	1	0	0
Sunderland	68.4%	15.8%	19	9	4	3	1	2	0
Tees Valley	74.2%	19.4%	31	17	6	1	1	5	0
No CCG	50.0%	33.3%	12	0	6	2	3	1	0

Free text comments

Provided me with information
I was on the phone for nearly two hours before anyone answered
Got me an appointment at my local hospital
Advice given very good but waiting times excessive
Very helpful
Polite Professional Concerning Helpful
Gave good advice for ear infection
They managed to give a solution to my problem
1 hour and 40 wait
The service was good the wait was well over an hour to speak to someone
They directed me to speak to a chemist when I needed antibiotics, the man I spoke to just wouldn't listen xx
1 and half hour wait on the phone. Then another 20 minutes.
I rang regarding a dog bite and was told to wash open wound with SOAP and water.
Waiting time is too long
the response was quick
It took me just under an hour to get through to someone, for them to tell me my doctor would ring me back the night of the call and still haven't heard from anyone now.
Friendly and efficient approach
Terrible tooth ache
The operator I spoke to asked essential questions and listened carefully to my answers and concerns before deciding on an appropriate course of action.



I don't get sick often and was feeling fairly vulnerable when I rang. The folks I spoke to we're really reassuring and I didn't wait long for someone to speak to me.
I have used the service twice recently. Once when my husband had appendicitis and once when I needed an out of hours appointment for my son and both times were very helpful.
Excellent service and care
Severe pain in right knee
I waited for about an hour before the phone was even picked up only to be told that i can't be helped
Because it was very helpful
The lady I spoke to was very sympathetic, also maintained an informal conversation with me, such as laughing etc (when appropriate) and made me feel very comfortable and at ease. I also felt heard and confident that I would get the help necessary, which is quite rare!
Didn't help one bit
Continuing sickness
Very helpful listening to what I had to say
The operator booked a appointment with my GP for the same day
Advise was given promptly and clearly
Friendly efficient service
Waiting time 1 2 hours person can die in that time waiting for someone to answer you
I was able to get the help I needed after not being able to get a gp appointment at my drs.
111 are a great service who offer great advice
Once call answered service was excellent but on hold time is excessive
I was alone and had Covid and a high temperature. The people I spoke with with were kind and knowledgeable
It took 1 hour and 40 minutes to get through to speak to someone.
They where very helpful and understood my problem.
I waited on the phone for 36 mins with no answer.
Took almost an hour to get through
Was asked relevant questions. Call handler was articulate and informative
Takes over 2 hours to get through yet to still have to go to hospital no appointment made for me and waited 4 and a half hours there also.
Answered in 20 minutes followed by a conversation with a doctor within the hour
I was on hold for 2 hours for the first person to be like "nothing I can do go to hospital" finally put me on to a nurse who rang back within 20 mins and was very helpful so it was both bad and good
The waiting time was over an hour to speak to someone, but once I got through the service was great
Although I waited a long time to speak to someone, the service was professional and aimed to decide what I should do next
Women spoke clearly kept me calm the only reason why it wasn't very good was because I waited over an hour
Rather than turn up unannounced at A&E I called 111. It took an hour to get through , then a long interview (which was very thorough, then we're told there were no paramedics available and it would be hours so is anybody available to take you to A&E. as a result we lost almost 2 hours.
The people I spoke to were excellent. Only trouble was having to wait for 20 mins.
Got good advice and help me decide what to do next .
Wait was far too long
Because the operator I spoke to was really helpful. I felt very reassured with her response.
Abscess on face.
The lady was very helpful.
Got the answers I wanted.
Decent advice on a bank holiday/Sunday.



I contacted the service on sat afternoon and needed to expect to a clinician followed by a doctors home visit, I waited until 12:35am to speak to a clinician and until 9:30am on Sunday to see a doctor.
Because they were there to give medical help and advice when I needed it!
It took 90 minutes for my call to be answered.
Did not help at all - did not comprehend the severity of the situation.
We rang and they responded so quickly.
Response was quick, paramedics sorted the situation in no time, and arranged a prescription to be picked up.
Received prompt attention and gave helpful advice.
The operator listened to symptoms and arranged a doctor to call back.
Because everyone involved with me was calm and friendly. Both of which I consider important.
Took nearly 90 minutes to get through and wasn't the number I needed.
Excellent response to my situation.
Prompt response good advice.
Waiting for the call to be answered took a long time but the agent was lovely.
Waited 2 hours to get through to speak to someone. Didn't want to ring 999 didn't want to add more work to them.
I was generally pleased.
They come out and helped me.
Because you gave me the answer I wanted.
To a while to get answer, but ok after that.
Very efficient.
The advisor was very helpful and I received the help I needed.
Took 2 hours to answer phone.
It took a long wait for the phone to be answered.
Good once I got through!!
I was given reassurance, and told a Dr would come out to me within 2 hours. The Dr's actually came within 0.5 hour.
No doctors appointments available.
Responsive.
Only the length of hold time
Waiting time
got not answer when rang up
Unacceptably long wait times for an answer to my call approx 1hr 20mins.Very easy access to local appointment within 2 hours of call. Very good call handler. Excellent treatment at urgent care centre by nurse practitioner. Referred to physio Impressed with all except wait time.
I was unhappy with the whole call and the outcome, I had to sort the problem myself
Satisfied a quick hospital appointment was made Dissatisfied told to wash open wound with SOAP and water
nothing particular
It being a waste of time
The professionalism and compassion that was shown during my initial call and the call back from the paramedic was excellent. They organised me an appointment and as a result I received medication to help manage my pain and symptoms.
The service excellent. Well done NHS
I needed reassurance at the time that I was in safe hands and they were kind, professional and knew what they were doing. It made me feel that things were going to get better and I felt safe in the knowledge that I was then able to wait to speak to my GP and didn't spend all night worrying about my condition getting worse or needing to go to hospital.



I was given a walk in centre appointment time for my son which was amazing as there was a three hour wait for people who were just turning up.
Phoned later to say transport was organised
Dissatisfied with the call wait times as well as the information provided
Just the amount of time it took to talk to someone
Very helpful and courteous
I was very satisfied by the advice and procedures put in place. I was given further advice as to what to do, should the first option be unavailable. I was very impressed and happy by the end of the phone call.
Was shocked how poor of 111 was telling me to do what I was already doing thought they would of helped but I was wrong
I was very happy with the service and care I was given and the referral to the gp.
Satisfied with the outcome
Waiting time to answer then nurse calls you back
I was pleased I could get treatment and pick up my prescription quickly.
Opportunity to speak to a Doctor about my symptoms
Took far to long for my call to be answered
Ca back from doctor was slow
They were able to get me the help I needed and treat me with concern and respect.
Too long of a wait to get through
Dissatisfied with waiting times
I spoke with someone with a professional yet compassionate manner, which helped. They were speedy, which was good as I was in pain. I would prefer for the waiting time to speak to an individual to be less than 30 minutes
Took a long time to answer
Sometimes there is a que to use the 111 service and when you get to the hospital you could be waiting hours to be seen to
Already said
The people were good. Especially the paramedic. The first call handler was good but she obviously had to ask lots of irrelevant questions.
I was happy with the advice given
Just shows how underfunded the NHS is, either make your own way to A&E or wait up to 6 hours for an ambulance was the advice.

Anything we could have done better?
The wait time for my call to be answered was very long. More staff needed to answer calls
Please try to reduce waiting time
Reduce the wait time it was well over one hour
Directed me to the right service x
Answered the phone quicker
Do not advise patients with open wounds to was with SOAP and wTer
Shorten the waiting time please
Hire more staff and when something is said follow up with it
Have more people answering calls to reduce call waiting time.
The wait was long to get through on the occasion I rang for my son but I know the NHS is over stretched and trying their best.
Answer the phone sooner
Oops already done that on previous question
More caller to answer calls



Answer calls sooner
Clearly a capacity issue as there wasn't enough staff to answer calls. We were told to go to Redcar primary care hospital where there was a 5 hour wait.
More call handlers required
Shorten waiting times
Improve waiting times to speak with someone
Considering I was struggling to breath and my lips were swollen not kept me waiting around for almost 9 hours
More staff answering the phone , 59 minutes is too long for a service offered as an alternative or a precursor to 999 or turning up at A&E.
Took a long time to get through to the service .
Waiting to answer time.
I don't know the staff are lovely but not enough to cover a busy period.
When on hold it's very frustrating, especially when poorly, to have to hear the COVID spiel over and over!
Perhaps an indication of how long you will have to wait e.g. you are 10th in the queue.
Listened - If this was a private sector service you would have gone bust a long time ago - absolutely terrible.
Inform NHS track and trace staff of correct numbers (or just scrap track and trace).
Improve waiting times for call to be answered.
Answered phone better.
Speed of answer.
Just have more people on phones.with situation ADMIT this and confirm that I was on my own.