



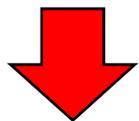
111 Service

Patient Survey Feedback

Month: November 2021



when it's less
urgent than 999



61.4%

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

Free text comments

Positive free text comments	Person very friendly sorted all out including prescription for me very helpful Thankyou x
	Very calm professional call handler - also caring and compassionate
	Excellent service really nice staff all round great
Negative free text comments	Better telephone manner
	The wait time for the 111 service was in excess of an hour so hung up and rang 999
	Took 30 minutes to answer the phone. Then was 5 hours before nurse rang back.

Number of responses

Online	31	Total: 145
Print	54	
Text	60	

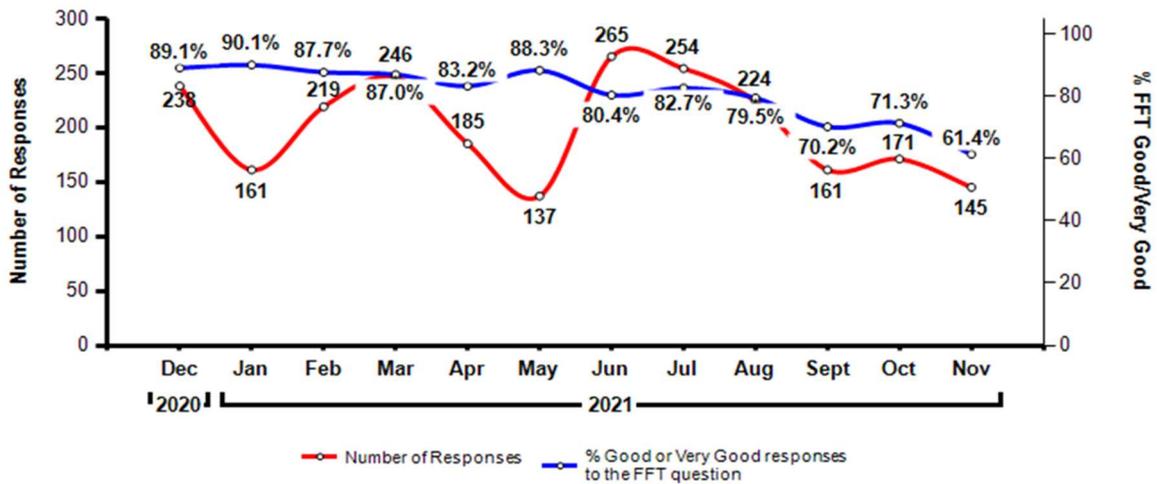


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	89	61.4%	-9.8
Very good	51	35.2%	-9.9
Good	38	26.2%	+0.1
Neither good nor poor	20	13.8%	+2.7
Poor	16	11.0%	+2.8
Very poor	19	13.1%	+5.8
Don't know	1	0.7%	0

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.

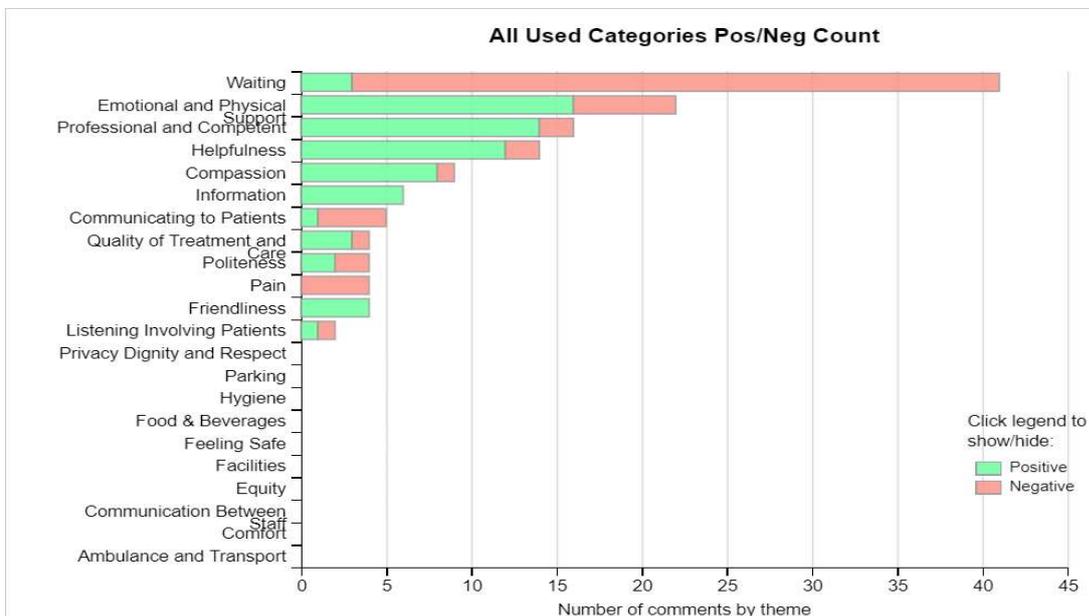
Survey trend graph

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	61.4%	24.1%	145	51	38	20	16	19	0
County Durham	71.0%	22.6%	31	12	10	1	3	4	0
Newcastle Gateshead	52.4%	23.8%	21	6	5	5	4	1	0
North Tyneside	83.3%	16.7%	6	4	1	0	0	1	0
Northumberland	66.7%	11.1%	9	3	3	2	1	0	0
South Tyneside	60.0%	40.0%	5	2	1	0	1	1	0
Sunderland	50.0%	40.0%	10	3	2	1	2	2	0
Tees Valley	59.4%	18.8%	32	11	8	7	2	4	0
No CCG	58.1%	29.0%	31	10	8	4	3	6	0

Free text comments

Very calm professional call handler - also caring and compassionate
I rang for advice and was given advice plus an appointment - the treatment at the appointment resolved my health issue - fantastic service
Waiting times were completely unacceptable, I rang 111 to try to ease the pressure on 999, my husband needed help & it was very slow in coming
Waiting to get through
I was given good advice in the middle of the night when I was alone and immobile
They did not ring back
It's always busy and I have no other place to go for help when GP is closed. I don't always have transport available so not easy to get myself to hospital. I was given stupid advice by the system. (As a type 1 diabetic I usually have a high BG when ill. I didn't this time, BG was ok but was advised to eat something sugary like jam)
The call handler was rude in her tone and dismissive
I was not booked into see the gp properly when I attended the urgent care centre
I shouldn't have been referred to the pharmacist it should be a doctor or walk in centre
Quicker service by doing online
As mentioned earlier, the website is very efficient and easy to navigate. Also, the staff are polite and very helpful.
I am completely outraged to have been encouraged to complete a survey in which the software was engineered to be impossible to answer except by giving an answer designated by the questioner.
The lady on phone was really helpful and kind



Time taken to respond and attitude of person I spoke to no compassion
Wait times were long considering I had spent 3 hours trying to contact GP who referred me to 111 and that took nearly 2 hours
Took too long to get through to anyone. (Over an hour) but I was satisfied with the service I received once I got through
How prompt they rang me back and sorted everything for me
The wait time was extraordinary long so I can actually use the 111 service due to the timeframe
The advisor was friendly and helpful, no complaints about the actual person. The negative aspect was that I was on hold for 1.5 hours before I was able to speak to anyone.
I was questioned to ascertain what further help was needed with a patience but without wasting time.
The person I spoke with listened to what I was saying.
Very satisfied with assistance over the telephone
Didn't answer the phone
Everything was good.
I told the operator I had ALREADY tried the services he had referred me to but he simply told me that at least one of the dentists would take NHS patients even though I ALREADY knew they didn't. When I asked what would happen if I couldn't get treatment he just said I should call 111 again for further advice rather than looking into it there and then
Wait time
Waiting on hold for so long was worrying then having to wait hours for a call back for advice
I was made to feel like a time waster by the nurse I was sent to by 111 however I was only following the advice I was given.
Very disappointed with the service
Wait on hold was too long
The call waiting time. Over 45 minutes for the call to be answered. This is worse than trying to get through to your GP
My problem was not resolved it is still ongoing. Its making me lack faith in the NHS.
M10/10
The amount of time it took to get through, then get a response.
The whole experience was negative and a barrier to actual healthcare. GP surgeries use 111 to fob you off because they are not offering face to face appointments.
I needed a dentist, I waited over 40 minutes for them to answer but when they did they were very helpful
All of it. No complaints
The fact I didn't get called back by the health professional and I had to go to the hospital
Agent empathetic but the advice wasn't correct
Waiting time is far too long.
Never spoke to anyone after trying twice to get through kept on hold for an hr and seven mins then was cut off
I was given the help that I needed, the 111 operative helped me get an appointment at the place that I wanted to go to. I was seen the next day and my problem was resolved.
The response i got from operator
Because of the length of time waiting, it made you feel frustrated and anxious.
The person I spoke to got the help I needed and the ambulance which arrived was able to assess and help me straight away. I cannot say that about my doctors
answer the phone then I wouldn't end up calling 999
just waiting time to get through to speak to someone



I was advised to wait for an emergency ambulance but it was going to be 4 hours. I had a pulmonary embolism so I am glad I got a taxi to the hospital. This was difficult as I was in a wheelchair with 2 broken legs at the time.
Very nice and helpful caller.
wrong info
The person was good considering myself
What service? No service was offered
I didn't require an emergency ambulance, due to having COVID19 I had a chest infection and could still breath normally but with a shortness of breath. If any doctors from my own GP had of been on call or helping patients more then I wouldn't have required to call the 111 service
I was happy with the service. I knew what I needed for my problem and this was listened to.
Once I got through to someone the service they gave was good however the hour wait for someone picking up the phone was completely unacceptable
I waited about 1 hour 15 minutes before the phone was answered we then waited for a call back to be assessed then waited again for another health professional to make contact subsequently we were given an appointment
Slow to answer but good advice
Excellent service really nice staff all round great
Took over an hour for call to be answered Once it was, the person I spoke to was lovely and very helpful.
I rang at a busy time for help after vomiting due to a stomach condition. I had had to be admitted to hospital 2 weeks before after vomiting for 2-3 days so was trying to prevent a further admission. I waited on the phone for almost an hour before disconnecting the call and, luckily, managed to keep myself going even though I couldn't eat for some days
It took 45 mins for my call to be answered. When the gp called me back I was asked to attend urgent care by the gp that triaged me, but when I turned up at urgent care the reception booked me in as a walk in so I had to wait 2 hours with my toddler (17 months) to be seen. The nurse who triaged apologised and it wasn't a great problem, but it was a waste of time. (it's quite hard keeping a toddler occupied over that time and the waiting area was very full with people sat on the floor in the corridor which exposed us to unnecessary risk of infection of c19).
Waited over an hour for an answer and in the end was advised to phone a pharmacy who could not help and advise me to give my child calpol.
Took far too long for telephone to be answered, half the questions were not trivial, then took longer for a doctor to return call. When a patient is suffering you need quick response.
I was able to get an urgent appointment at the dental hospital in less than an hour of contacting NHS 111. The website is very efficient and easy to navigate. Also the staff are polite and very helpful.
The competence Goodwill and manner of the front-line staff is perfect. I'll give you three guesses as to what was wrong with the service. If you don't know no I invite you to try ringing it yourself on a Saturday or Friday night say.
It took me a hour on the phone to 111 before they answered
The operator was abrupt and not helpful. She told me if I had deteriorated during the night why did I wait until 6am to phone
Although it took over 2 hours the lady was helpful
I got an appointment same day.. how wet it took over an hour to do so.
Person very friendly sorted all out including prescription for me very helpful Thankyou x
The wait time for the 111 service was in excess of an hour so hung up and rang 999
I was on hold for over 1 hour before I got through to an advisor
The wait was ridiculous, but person I eventually spoke to was verbal helpful
I needed to go to hospital and they arranged it.



The person I spoke to was both friendly and efficient and listened.
999 service was first class. Rapid Response Man was very thorough. Excellent help
Couldn't get an answer
My daughter was put at ease and made sure she had best treatment before taken to hospital so caring and had a lot of compassion
Good response time and customer service care.
The service told me EXACTLY what I had already found out online and I explained to the operator that I had ALREADY looked online for dental services but the operator couldn't help at all despite telling me he could and the services he has sent me to couldn't help
Waited nearly 3 hours on hold for call to be answered for our baby daughter. On another occasion, antibiotics were prescribed for myself but then not sent to the pharmacy. My doctor had to then do this the next day. However, clinicians have been thorough otherwise. Having to wake baby up twice for two separate callers (initial call and clinician) despite the call being unrelated to the reason for the call.
Took so long on hold
Took 90 minutes to answer the phone and sent me to an appointment that the nurse said I didn't need. I was made to feel like I'd wasted her time
It took over 3 hours for my call to be answered. The outcome of the call was good.
The person I spoke to was helpful, and got me sorted out quickly. Only issue was I didn't want to be seen by G.P practice because of previous negative experience. However I understood why he did this.
Took 2 hours to speak to a 111 call handler
On hold for over an hour waiting to get put through to a clinician only to be told what I already knew. The gp service had told me to call as they had no urgent appointments. 111 was not able to help in anyway and simply told me to go back to urgent care when what I needed was to speak to a gp. Very frustrated that I spent so long on hold
I waited over 45 minutes before anyone answered. Only then to be told to call my local GP
Spent an hour on the phone and then got told that they are sorry that I am in pain but they can't help me. I've still got a toothache and am still unable to get a dentist appointment.
The waiting times for a call back are horrendous, waited from 9.30am until after 6pm to speak to a doctor.
Icu best ward good ward nice people
Took 30 minutes to answer the phone. Then was 5 hours before nurse rang back.
Quick and efficient, great advice
The person on the phone listened, politely answered my questions, and give me support and advice to help with my problem
It took 2 hours to answer the phone and then the advice they gave was not only useless it was incorrect. I felt totally patronised by the call handler.
The people I spoke were very helpful & really kind
Took nearly 2 hours for my call to be answered to be told to call my gp
Professional and quick to call me back when it wasn't possible to diagnose me first time round
After being on hold for around half an hour. The phone call was good they told me that a doctor would contact me back within the same day. I still have not had the doctor contact me from this service. Therefore, I had to go to the hospital as the phone call was not made to give me advice
Empathetic agent
Nothing bad to say
Good advice and patient with me.
Rang and was put on hold for 1hr and seven mins then phone was cut off
My problem, was sorted quickly, efficiently and in a caring manor.



My own doctor would not attend so as not referred spent 4 hours in cold room with no checks and sent home.
The limited times I have used the service the staff have been informative and helpful.
I was on hold for 50mins before I got too speak to a operator
It took over 45 minutes for my call to be answered.
I was sent an ambulance in a very short time, they checked me thoroughly and after some treatment. I felt better so I was advised to contact my g p.
was on hold for 1hour n 45 minutes trying to get through
Was advised that I needed an emergency ambulance but it was going to be 4 hours so I got a taxi.
It was quick and helpful. They were also very friendly and understanding of the situation.
My concerns were dealt with seriously and efficiently.
Got the help we needed
I was given false information. The call handler told me that she could not make an appointment at A &E but to go along and wait my turn. At A&E they said to go to outpatients where they wouldn't see me without an appointment and referred me to Blaydon PCC which is a long way from home where they x rayed me after a long wait and sent me home saying it was a sprain. Later that evening a nurse from Blaydon called as the consultant had checked the x ray and found a fracture so I had to return and get a backslab on.2 weeks later I had an appointment at the fracture clinic at the QEH and they applied a proper cast so I had a lot of running around for being given the wrong info. If my son had not been off work I couldn't have managed the travel
They need help aka more people! Other than that they are very good.
90 mins on hold only to be told , go to hospital
When calling 111 I was informed it would take approximately 30 minutes to be connected to a operator however this turned out to be over an hour.
I was given the assistance I expected. It took a long time but as it was not urgent I also expected this.

Anything we could have done better?

Pick the phone up earlier!!!
The responder was not aware of the Monday morning appointments for urgent care this does not help 111 and delays response times.
Answered more quickly
Ring me back when you said someone would and never did I sat up all night to keep a eye on my daughter that was 9 and had a bump on the head
Not sure as all I wanted was to speak to a GP but couldn't get through to speak to anyone
Shorter waiting times for calls
Checked whether we had an appointment or not.
More call handlers needed
It would have been good if there had been enough people to answer the phone in a reasonable time. I gave up after an hour and a half in the queue, because my problem had become an emergency in that time and therefore I regretfully dialled 999.This is an example of resources being wasted bye attempts at economy in my view.
Better telephone manner
Answer phone quicker
Advise of waiting times/call que
Quicker service to answer calls or even call backs.
Faster answer time(45mins) The night before I gave up at just over an hour.
More staff answering questions (though I appreciate increased demand at the moment)



Make sure there's more dentists taking NHS patients!!
Reduce call times. Not expect baby to be repeatedly woken when problem is unrelated to this.
Not being on hold for so long would be appreciated by all
Answer the phone quicker and make sure the advice given by 111 and by your other health services aligns with each other
Answered the call quicker
Given the appropriate advice. Helped get a gp appointment And answered the call within an acceptable time frame
Cut down the call waiting time.
Answer the phone.
Abolish this useless service and pay actual healthcare professionals.
Answered phones quicker, Gave out better advice or appointment
Less waiting times for calls . Doctors or other healthcare professionals to actually ring you back when the operator said they would transfer you over to them
Answer the phone as I was worried about wasting emergency services time
Have more operators so people are not left on hold for a unreasonable amount of time. I mean 50mins is really not acceptable when you cannot just walk into a doctors without first having a telephone conversation and the same for A/E departments
reduce waiting time and anxiety for patients
Made a local appointment
More people
Answer the phone and have the resources to provide meaningful service
More precise waiting times as this could then make people assess whether or not to go straight to urgent care if the wait times are going to be very long for more serious conditions.