



111 Service

Patient Survey Feedback

Month: December 2021



	62.4%	Very good or good overall experience of the service
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Free text comments

Positive free text comments	Support and advice was helpful
	I didn't wait long on phone and the 2 people I spoke to was very helpful
	My health issue was resolved promptly.
Negative free text comments	We waited over an hour for someone to answer the call
	Wait time was ridiculous
	The call wait was outrageous & for them to tell me a need an ambulance but have none available is absolutely crazy

Number of responses

Online	37	Total: 165
Print	48	
Text	80	

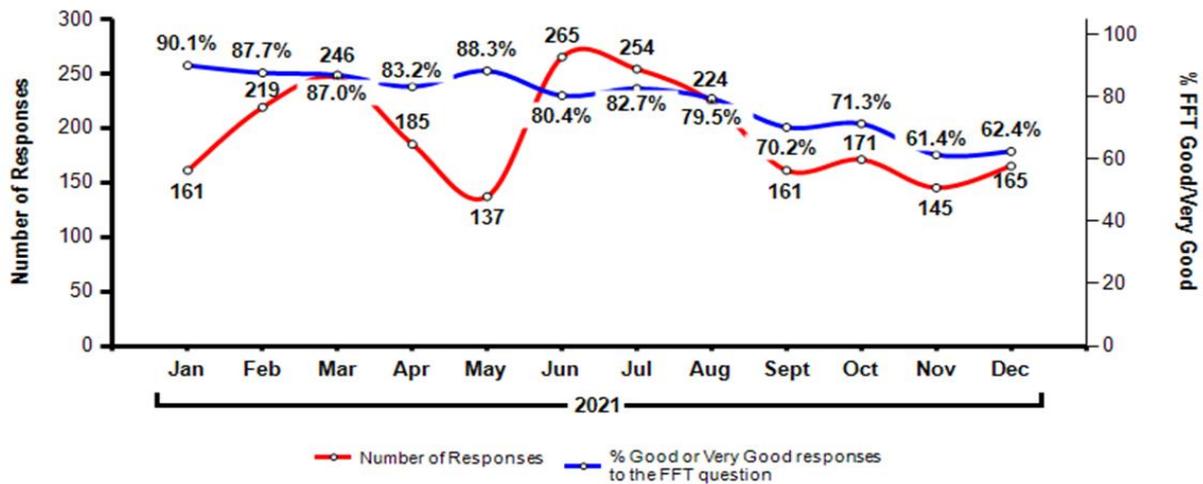


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	103	62.4%	+1
Very good	65	39.4%	+4.2
Good	38	23.0%	-3.2
Neither good nor poor	26	15.8%	+2
Poor	19	11.5%	+0.5
Very poor	17	10.3%	-2.8
Don't know	0	0.0%	-0.7

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.

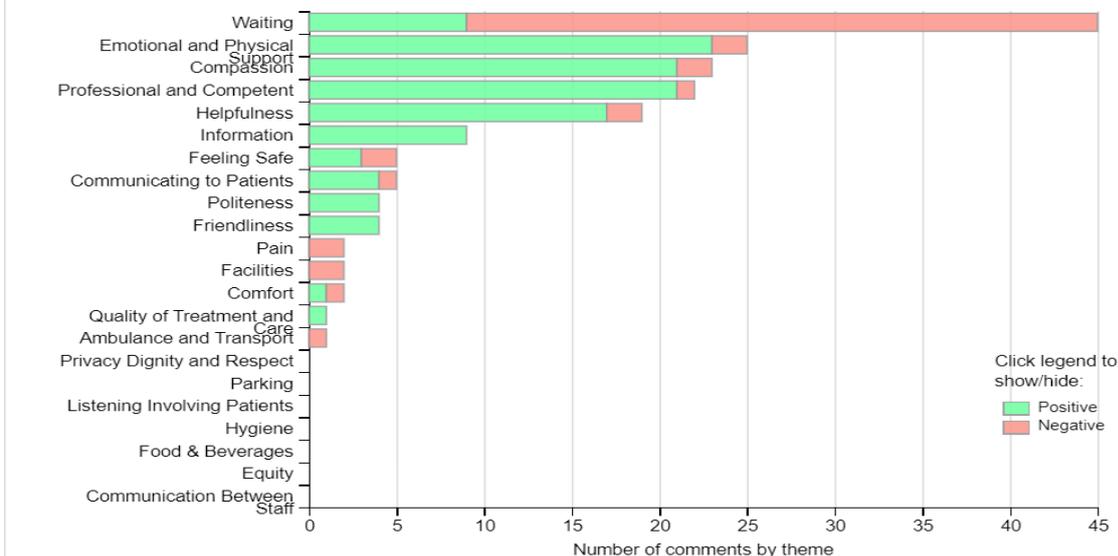
Survey trend graph

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	62.4%	21.8%	165	65	38	26	19	17	0
County Durham	47.8%	21.7%	23	8	3	7	1	4	0
Newcastle Gateshead	70.8%	16.7%	24	8	9	3	2	2	0
North Tyneside	57.1%	28.6%	7	3	1	1	1	1	0
Northumberland	52.4%	42.9%	21	5	6	1	4	5	0
South Tyneside	66.7%	22.2%	9	3	3	1	1	1	0
Sunderland	68.8%	6.3%	16	6	5	4	0	1	0
Tees Valley	75.0%	14.3%	28	16	5	3	2	2	0
No CCG	59.5%	24.3%	37	16	6	6	8	1	0

Free text comments

Great service, understanding
The operator asked for all my symptoms & acted promptly in getting paramedics out to me
We understand the system is absolutely drained at the moment and appreciate that. Unfortunately for me I've been struck with a serious problem and have really struggled to get through to anyone for weeks now. It's been very difficult
Waited over an hour to get through. My 8 year old daughter was covid positive and fast heart rate and struggling to breathe and very fast heart rate. No medical advice given. Told ambulances too busy and to make own way to hospital 30 mins away late at night with another child covid positive
i was waiting for over a hour which I don't mind as I knew they were busy seeing as it was a Sunday night but when they did answer I was told that since I was on public transport they couldn't speak to me even tho I had explained I was less then 2 minutes away from my home. This was because the tests I apparently had to do couldn't be done outside which was counting my breaths and feeling how hot my face was. When they told me they couldn't take my call they said that they would write my number down and when I ring them they would answer quicker as they knew who I was. When I did go to ring them I was left waiting for another hour.
The service was very quick and efficient, on time. I was the hospital in no time.
Hour to speak to someone
2 hours and did not get through. Last time waited 3 hours and no clinician called as promised twice. Dialed 999 instead
I was allocated a time in A&E which was I achievable when we arrived.
they rang me back when they said they would and suggested i go to hospital



The phone operator was very helpful. But the waiting time was disgusting
Fast efficient friendly service
I felt safe, it was quick and the staff we very good at what they do.
The wait time is really bad to even get though to speak to anyone
The operator was excellent however it too long to get through to talk to someone.
The wait time was ridiculous even though I called within the quiter times
Polite and informative
Good but took over 1 hour to get through
My health need was more urgent because I am immunosuppressed and the lady understood this very well.
Although the call waiting took a while, It was not serious, once answered the operator was very helpful and I was contacted within the hour. I was seen that night and my suffering alleviated. Priceless service.
No help whatsoever, needed a dentist, couldn't give me anywhere to go.Went through a totally useless list of prepared questions with no flexibility to the answers. Seemed like they just wanted me off the phone.
I was on hold for over one hour and was off within two minutes , I was told to take honey and lemon drink next day I had to be put on antibiotics.
The wait time is an absolute joke and embarrassment to the NHS. I saw an article online that was complaining about "25 minute wait times", mine was almost two hours
Took nearly 40 mins to answer phone.
Far too long in waiting for a very mediocre response. Following the advice given I'm still not right
Waited over one hour for call to be answered
It took 1hr 12 minutes for my call just to be answered
Very long waiting times but good outcome
The people were very nice and made you feel at ease.
I had a concern about Covid and my questions were answered.
Knowledgeable & compassionate members of staff when I've rang both times recently who are very helpful. The fact the wait for a contact from the GP is out of their control
Because my concerns came to a logical conclusion
The waiting time was very long but once through it was quick to get some good advice
The process was clearly explained and the promised follow action happened
Was on hold for nearly two hours. I can appreciate the service can be under extreme pressure at times but I feel a two hour wait was excessive
After walking into my doctors I was advised to call 111 after waiting on hold for 55 minutes I was told you could not help and I should return to my doctors? You profession should non longer take the Hippocratic oath.
I was given an appointment at the hospital with no idea here to go for the appointment and almost missed it.
The wait time for an answer 1hr 20 minutes was dangerous and unacceptable, and I believe not in my case but that kind of wait could turn out to be life threatening very easily.
My health issue was resolved promptly.
I work for this service but needed to use it for the first time for my 8 week old daughter. This is my first child and it was extremely difficult seeing her so poorly and the GP was not open as it was early hours. I was dealt with very professionally and I felt extremely comfortable with the reassurance I was provided, given that I was so worried about my daughter. I received a call back from a CAS clinician in a brilliant timeframe and was explained of a diagnosis but due to the age of my daughter and my concern the doctor got me booked in for her to be assessed face to face which was extremely comforting for me. In actual fact my daughter ended up in paediatric A&E to be monitored for hours due to her condition so I'm extremely



grateful that I wasn't treat any differently to other callers and in that moment my concern and word as a mother was listened too. Thankyou!
Waited over one hour until someone answered
Happy with quality of answers given. Had to wait a long time to get through, but this secondary to getting sound advice from a nurse and a doctor.
The advice was great however the waiting times were diabolical.
I didn't wait long on phone and the 2 people I spoke to was very helpful
Call handlers and others very good, professional and polite
I had to wait an hour and a half to get through and the the person said I had to give her one health problem that was the biggest problem but that was difficult as it was an accumulation of many health problems ... glandular fever. She eventually said I will put down saw throat and that someone would ring me back .. obviously I was worried that this issues would not be taken seriously and I might have to wait several hours as a sore throat does not seem too bad !!! The call back happened 10 minutes later and the nurse was brilliant. So my issue is really the delay it took to get through to 111 in the first place
Waited 1.30 to get through to operator.
I could not get to see my doctor which is typically , but 111 took my call after waiting a while and then put me onto the doctors list , and the doctor saw me and gave me antibiotics which is what I know I needed as I was in so much pain with an infection in my finger , on the same night and started my antibiotics straight away ,
I was given an appointment at the doctors
Call handler was personable and informative
The crew were amazing, really helpful and friendly especially the lady paramedic.
After telephoning 111, I waited over an hour to speak to someone. Twice I thought about disconnecting the call but was persuaded by my wife to hang on. It was good that I did because am presently undergoing investigations at the local NHS Cardiac Unit. If I had disconnected the call I would be walking about with undiagnosed heart and circulation problems. I fully understand the pressures the service is under with demand at times far exceeding resources. However, if enough people point this out, perhaps extra resources may be provided to meet the demand. Once I got through to the call taker the service was excellent/very good. The call taker was extremely professional, patient with very good listening and empathy skills which I know can be difficult when working through a script. After completing his questions he took advice from a medical professional which was to attend my local Urgent Care Centre ASAP.I had some difficulty with how to rate the service, on one hand it was poor and on the other very good. But I cannot help but wonder just how many people give up on the telephone service 111 and then not getting the excellent advice I was given. Because of this I have rated the question as I did.
Provided good guidance and arranged for the out-of-hours GP to call myself. Only downside was the wait for the phone to be answered.
My call was answered quickly and within three hours I had been seen by a doctor and given treatment
Excellent support at a stressful time.
Very timely, polite and compassionate.
The call handler was knowledgeable and was able to help.
I didn't actually speak to the call handler as I was too unwell, my husband did and he said that the call handler was helpful and knowledgeable.
The call was taken quickly and professionally. The caller on the other end of the phone helped a great deal and I cannot thank her enough.
I felt it important to recognise the ongoing crisis within the NHS and opted for the least time consuming option for NHS and the advisor I spoke to was empathetic experienced and understood our concerns regarding attending paediatric A and E
Advice was inappropriate- 111 wanted to send an ambulance when I was just needing advice/antisickness/different antibiotics as I couldn't stop vomiting my antibiotics back up (bad chest



infection, was given a second lot of antibiotics by gp as still very poorly, but could not keep them down and gp surgery then closed). I said no to the ambulance, it wasn't needed, but was asked to go to a&e. Wished that I was given the option of being able to speak to a clinician over 111 when I said that I didn't feel my condition was appropriate for ambulance nor a&e. Ended up having to go to a&e in the end as I needed the antibiotics to stay down and start working, I was vomiting my other medication back up, and no other options were available to me as 111 classed me as an emergency (I think because I was short of breath, but due to my chest infection?)

My sister found me on floor phoned 111 on long time but when I went RVI all information was there for doctor so it was more straight forward I was admitted for 3 days so was worth ringing 111. The lady on phone very professional

I had to wait 45 minutes. Before anyone answered my call

I was surprised at the quick response.

The call wait was outrageous & for them to tell me a need an ambulance but have none available is absolutely crazy

Long waiting time to answer phone.

The 111 service was efficient and helpful, gave me good advice and got me an appointment at the urgent care centre.

Efficient.

I know they reading from a script.

Had to wait 50+ minutes for an answer.

Numerous unnecessary medical questions asked by unqualified i.e. non-medical staff. Get a nurse at least on the phone! Get the G.P.s working!

Because I had to wait and ring a number of times to get through.

They were very helpful during a difficult time.

It was quick and easy.

Had to wait 30 mins talk to someone.

Waited 1hour 30 mins in great pain.

Because the call handler was efficient and caring.

Waiting time was too long.

On the phone for over 1 hour trying to get through.

Doctor with my health concern very helpful.

Good advice. Help to escalate call out of hours, doctor and then ambulance.

I waited 36 mins for someone to answer my call. At 11:15pm, 5 hours before help came.

I have always found 111 a real-life line. All staff are always polite, clear communications helpful and reassuring.

Waited 45 mins to get through to an advisor then another 15 mins of questions.

It was very difficult to get through, no one was answering. When I did eventually get through. It was very good.

After holding the line for over 1 hour I was eventually told to go to the wrong hospital for my problem.

Very efficient, very friendly, immediate action taken.

Got the right help.

Arrived promptly, both medics were patient, listened and offered good experience.

Because they were helpful and prompt.

They rang me.

The operator was very helpful.

The alternative of a visit to cramlington A&E was not an option.



A little disappointed with the multi choice selection has it took a while to get an appointment with north Tyneside general hospital apart from that I was satisfied with the results
I was referred to an out of hours service but when I went they said there was nothing they could do and I need to see gp
Check in at a and e was easier. Dissatisfied with wait on call being answered as my child was becoming more ill and anxious. Call handler seemed hassled and not interested, seemed a little better before end of call. Hoped I would get help at home otherwise could have been at hospital 1 hour and half earlier than hanging on to speak to someone
I was satisfied that my call was dealt with properly and the service es promptly and efficiently, which it was.
Didn't pick up, didn't get clinician to call back, but not individual s fault.
The advice I was given was what I expected but reassuring
they were brilliant
Time it took to get connected to a phone operator
Just perfect
Helpful kind and made me feel at ease.
There was a clear plan relayed to me if what I needed to do.
Really lovely helpful people
Very understanding and very helpful
Very helpful and knowledgeable person answered my call this was very reassuring.
Can't say nothing bad brilliant service to have
They're a waste of money, get some actual services in place instead.
Receiving a call back from an urgent care doctor that evening actually did help my issue
Assessing an injury without being able to visually see what the injury is. Poor. I may as well of went on Google myself
Satisfied overall when I eventually got through. Waiting time was very disappointing
Only sometimes they pick up the phone really really late other wise everything was good
My queries were answered and I felt confident in the response
The knowledge and confidence and empathy of the call handler (both times I've rang)The only reason I answered that I didn't take the advice was because I was already doing it. But the advice was very good.
Attention to detail of my concerns and understanding of my problem was very good
I was initially referred to a community pharmacist. He told me straight off that he was unable to help as I needed to see a doctor to get prescribed medication.
Not enough space to explain.
Not satisfied at all with it. Major delay in getting my son to hospital even tho it was flagged as emergency ended up taking him to hosp in a taxi where resus who had been awaiting him coming in by ambulance were horrified. Call waiting as said earlier not acceptable. 1hr 30 mins. Myself and quite a few others will never use 111 again.
The person who answered the phone was very nice
Pleased with work done to get an urgent appointment
The reassurance given and the consideration taken due to the age of my daughter
The time wait was terrible, information given was exactly the information i knew but when you can ring a dentist directly why do i have to ring 111 first ???
Quality response Waiting time was disappointing
Waiting time for initial call was 45 minutes which I felt was too long. Call handlers and call back were excellent. Outcome was very good for me.



The response time to pick up my call was terrible and I had no idea of how long it was going to take . The first person I spoke with was clearly following a scripted pathway and could not see that people's problems do not always fit it a tick box
Wait time was ridiculous
I was referred to speak to doctor, and then saw the doctor at the hospital. and given antibiotics which I needed
Dissatisfied with the waiting time.
Whilst I understand why, the call wait time was very long, even at 0530!
Waiting times to get through on the 111 telephone line are very long. This is the first time I have used the service and I was expecting to get through almost immediately. (I waited over an hour). In my case I new I had to see a health professional (this was a Saturday morning) but unsure what to do.On the other hand once I got through have nothing but praise for the call handler who dealt with me.
Overall, I was very satisfied with my treatment, it was very good service
Excellent manner
Patient, friendly, good explanation.
I was not able to be assigned an emergency ambulance
I was satisfied with how quickly and efficient the call was. I was admitted to A&E within minutes of arriving and seen virtually straight away.
Was referred to urgent care who sought advice from specialist and was then sent to A&E
The advisor was excellent
I was satisfied with it all
The response time was far too long.
excellent service
Helped arrange emergency medication urgently.
I was phoning with concern about my chest, as I have astma. After answering too many useless questions. I was out of breath and asked for ambulance as I was ill then to be told I had Covid and no help at all. I a friend had not come in and would not be here to tell the tale as he rang 999, and help was here within 10 mins.I
The person on the phone was kind and polite and willing to help. They gave me good information and influenced the help I needed

Anything we could have done better?
Faster time answering call, given some advice and sent help
Quicker times for someone to answer calls
Answer the phone, have more call operators, do as promised and call back
When a time is given it should be honoured
Answered the phone much earlier. Tell boris to put his hands in the public purse and employ more staff
Trying to cut down waiting time even though I know your very busy
Response in answering calls needs to be faster.
Answer calls sooner waisted over 80mins to be connected
Shorter waiting time
Definitely need to answer the phone quicker
Although I am aware of the high volume of calls more telephone operators would improve service as it easy to be disheartened and the initial phone call is so important and reassuring
Phone calls to be answered quicker



Address the wait times. I know this comes up time and time again in your surveys but the most worrying statistic should be your abandoned call rate
Allow people to actually visit your walk in centres and be assessed correctly.
Quicker response
They pick up the phone late otherwise after they picked up the phone everything was smooth and quick the staff was very helpful I was so happy with the service
Shortened waiting time
Perhaps, as I rang for my son who has asthma, be able to flag as an amber referral to the GP (at my surgery) who could then triage the case with a little more urgency as took 9h to have contact with the GP.
Shorten the wait time
Better different "hold music "
Show a bit of compassion.
To answer more quick We've been waiting nearly an hour for someone to answer the call
Probably more staff
Shorter waiting time for initial call
Quicker response time .. if I had covid and rang 119 I would have been dealt with much quicker . It's as if no other health issue matters anymore
Quicker response
There was a very long waiting time.
Answered a little quicker
Answering the initial telephone call a lot faster. I waited over an hour. I wonder how many people give up resulting in further medical problems.
Less queuing time
Cut waiting time but that's what's happening now be patient and wait
Put more staff on at night
Answered the call within a reasonable time & not tell me I need something without having that available or offer alternative
Put more staff on phones.
Answered the phone quicker.
Had more people available to answer phones.
Treat callers with a more personal attitude instead of feeling like you've just been treat as a number.
Had enough people to answer telephone. Had a numbering system eg you are all in the queue.
More people, better trained, to respond to what is plainly a much used resource.
Reduce the time between making the call and actually speaking to someone. Too many alternatives offered by recorded message.