

111 Service

Quarter 2, 2021/22



Patient Survey Summary

Responses: 637

Questions	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarterly Trend	Annual Trend	
Thinking of the 111 service we provide. Overall how was your experience of the service?	88.9	89.1	88.0	83.1	78.5	<input type="radio"/>	84.7	<input checked="" type="radio"/>
How helpful was the advice given by the 111 service? (please tick one only)	88.1	87.8	85.8	85.2	82.6	<input type="radio"/>	85.3	<input type="radio"/>
Did you follow the advice given by the 111 service? (please tick one only)	92.6	94.0	94.1	94.3	91.8	<input type="radio"/>	93.5	<input type="radio"/>
The 111 service dealt with my problem quickly	83.2	83.6	80.6	79.6	72.9	<input checked="" type="radio"/>	79.1	<input checked="" type="radio"/>
The advice I was given by the 111 service worked well in practice	81.4	82.3	79.9	80.2	76.6	<input type="radio"/>	79.7	<input type="radio"/>
The 111 service helped me to make contact with the right health service	82.6	84.5	82.7	83.1	79.4	<input type="radio"/>	82.4	<input type="radio"/>
The treatment I received at the health service I was referred to was good	81.7	83.8	83.0	81.5	77.6	<input type="radio"/>	81.4	<input type="radio"/>
Using the 111 service reassured me	82.8	84.0	80.5	79.4	76.2	<input type="radio"/>	80.0	<input type="radio"/>
The person managing my call was helpful	88.2	89.3	86.3	86.8	83.0	<input type="radio"/>	86.3	<input type="radio"/>
I was confident of the ability of the person managing my call	86.8	87.4	84.4	84.8	81.4	<input type="radio"/>	84.5	<input type="radio"/>
The person managing my call was kind and compassionate	88.1	89.3	87.4	87.0	84.1	<input type="radio"/>	86.9	<input type="radio"/>
The person managing my call treated me with dignity and respect	90.5	90.4	88.4	88.4	85.6	<input type="radio"/>	88.2	<input type="radio"/>
If called back the advice and guidance given by that person who called me back was useful	80.5	84.2	83.1	82.5	79.8	<input type="radio"/>	82.4	<input type="radio"/>
Are you clear about when to use the 111 service instead of another service?	97.6	97.2	96.7	96.3	95.8	<input type="radio"/>	96.5	<input type="radio"/>
If you faced a similar health problem in the future would you call the 111 service?	89.8	91.2	90.6	89.0	87.3	<input type="radio"/>	89.5	<input type="radio"/>

Executive Summary

Using a rolling average of the last 12 months most of the indicators are within a 5% tolerance rate. The following fell below 5%:

- Thinking of the 111 service we provide. Overall how was your experience of the service? (-6.2%)
- The 111 service dealt with my problem quickly (-6.2%)

Using a direct year on year comparison 6 indicators have decreased by more than 5%:

- Thinking of the 111 service we provide. Overall how was your experience of the service? 78.5% (-10.4%)
- How helpful was the advice given by the 111 service? 82.6% (-5.5%)
- The 111 service dealt with my problem quickly 72.9% (-10.3%)
- Using the 111 service reassured me 76.2% (-6.6%)
- The person managing my call was helpful 83% (-5.2%)
- I was confident of the ability of the person managing my call 81.4% (-5.4%).

Quarterly Analysis

In Q2 2021-22 we have collected 637 responses, which is 51 more than the previous quarter (586).

The FFT very good/good score is 78.5%, which is 4.6% lower than the previous quarter (83.1%).

One area decreased by over 5%, all others were within the 5% tolerance:

- The 111 service dealt with my problem quickly 72.9% (-6.7%).

Areas to keep under review are:

- The advice I was given by the 111 service worked well in practice 76.6% (-3.6%)
- The 111 service helped me to make contact with the right health service 79.4% (-3.7%)
- The treatment I received at the health service I was referred to was good 77.6% (-3.9%)
- Using the 111 service reassured me 76.2% (-3.2%)
- I was confident of the ability of the person managing my call 81.4% (-3.4%)
- The person managing my call was helpful 83% (-3.8%)

CCG data

The CCG data shows us that the overall average of all questions, nine scored over the 80% benchmark, whilst six scored below the 80% benchmark. These areas to keep under review are:

- The 111 service dealt with my problem quickly 73%
- Thinking of the 111 service we provide. Overall how was your experience of the service? 78%
- Using the 111 service reassured me 76%
- The treatment I received at the health service I was referred to was good 78%
- The 111 service helped me to make contact with the right health service 79%
- The advice I was given by the 111 service worked well in practice 77%.

South Tyneside (31 responses) was the only area to score all areas above 80%.

Although all other CCG areas scored questions below 80%, North Tyneside CCG (38 responses) had 4 questions below 75%. These were:

- Using the 111 service reassured me 73%
- The 111 service helped me to make contact with the right health service 74%
- The advice I was given by the 111 service worked well in practice 73%
- The 111 service dealt with my problem quickly 67%.

Three main positive sentiment themes were:

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

Three main negative sentiment themes were:

- Waiting
- Emotional and Physical Support
- Helpfulness.

Demographic Analysis

The number of respondents for some groups are low and not representative of the community. This is especially true for white other groups (5 responses, 0.9%).

The main question asked was “Thinking of the 111 service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (78.5%). The least satisfied groups of people included BAME (63.2%), under25s (66.7%), LGB (68.4), 25 to 44 (71.8%), and Atheist/no faith (73%). The positive rating was higher for people aged 45-64 (84.8%), 65-84 (85.8%), Christians (84.4%) and Non-Christians (89.3%).

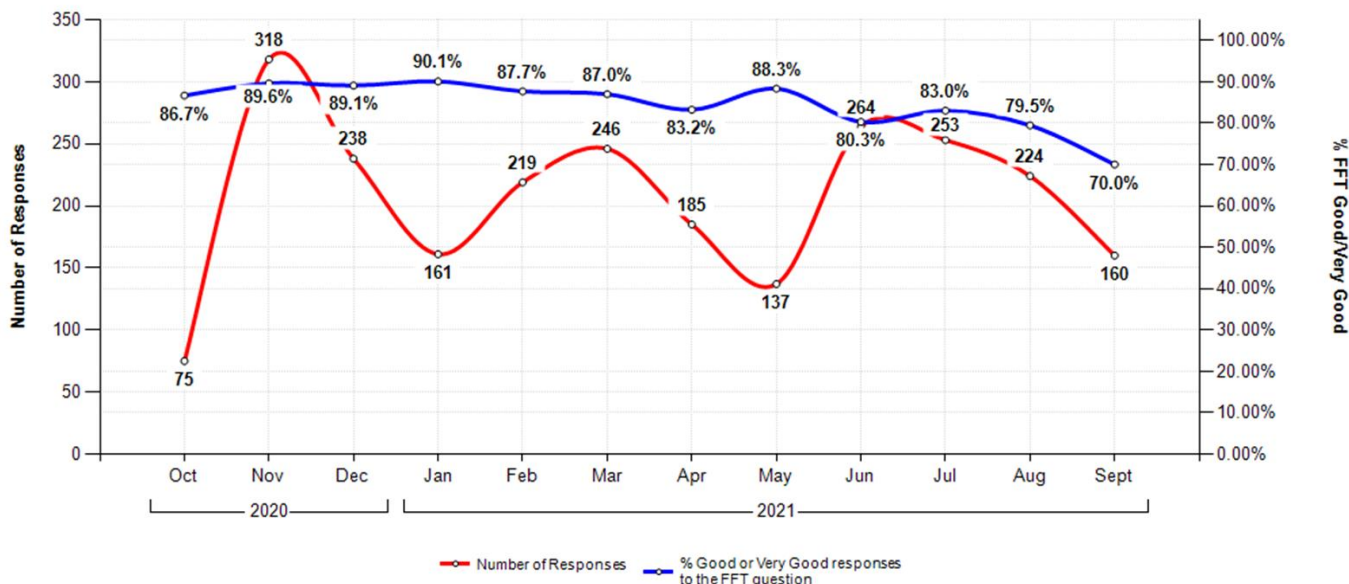
For other survey questions, the following is evident:

- **Gender** – 28.6% of respondents were men and 53% women. There is no significant difference in responses based on gender. This is true for all questions.
- **Age** – Under 25s represented 4.7% of respondents, 25-44 12.2%, 45-64 21.6%, 65-84 36.4% and 85+ 7.2%. Under 25s had significantly lower satisfaction rates across twelve indicators. They were less likely to agree with the advice and less likely to indicate that the advice worked when tried. People aged over 85 indicated more negative scores across 3 indicators; advice worked well in practice, the service helped the caller make contact with the right people and the service reassured me. People aged 65-84 were the happiest with services rating four indicators significantly higher than average. Other areas Under 25's showed lower satisfaction included: The advice working well in practice (62.1%, average 79.1%), the helpfulness of the call taker (75.9%, average 87.0%). Under 25s had lower rates of “very helpful” and “quite helpful” for the helpfulness of advice given (70.0%, average 87.7%), lower rates for following all advice given (73.3%, average 87.5%) and being clear on when to use 111 (86.7%, average 94.0%). 25 to 44 had lower rates of “strongly agree” and “agree” combined for dignity and respect (81.8%, average 90.6%), the service dealing with the problem quickly (61.5%, average 75.0%), being helped to make contact with the right healthcare service (75.6%, average 82.7%), feeling reassured (65.4%, average 78.3%), the call taker being kind and compassionate (76.9%, average 88.6%) and confidence in call takers ability (71.8%, average 84.3%).

- **Ethnicity** – There are only 5 respondents for white other groups, therefore analysis would not be reliable and is not included. BAME people represented 2.9% of respondents and had significantly lower satisfaction ratings across twelve indicators: For the helpfulness of the advice given (“very helpful” and “quite helpful” 73.7%, average 87.7%), following all advice given the least (66.7%, average 87.5%), they didn’t feel the service dealt with the problem quickly (52.6%, average 75.0%), the advice working well in practice (63.2%, average 79.1%), being helped to make contact with the right service (68.4%, average 82.7%), receiving good treatment at the referral service (57.9%, average 79.9%), feeling reassured by the 111 service (68.4%, average 78.3%), helpfulness of the call taker (66.7%, average 87.0%), kindness and compassion of call taker (63.2%, average 88.6%), confidence in call taker (57.9%, average 84.3%) and being treated with dignity and respect (73.7%, average 90.6%). BAME participants also selected “no” most when asked if they knew when to use 111 (10.5%, average 2.4%) and selected “yes” least when asked if they would use the service again (52.6%, average 83.6%).
- **Disability** – 38.1% of respondents identified as disabled. There is no significant difference in responses based on whether a person identifies as disabled or non-disabled. This is true for all questions.
- **Faith** – 65.4% of respondents identified as Christian, 17.4% Atheist/no faith and 4.4% non-Christian faiths. Atheist/no faith selected “strongly agree” and “agree” combined the least for the problem being dealt with quickly (67.0%, average 75.0%) and receiving good treatment from referral services (72.5%, average 79.9%). When asked if clear on when to use the service, non-Christians selected “yes” the least (85.7%, average 94.0%) and selected “not sure” the most (10.7%, average 2.4%). Non-Christian faiths indicated higher levels of satisfaction against four indicators, overall experience (89.3%), person managing the call helpful (92.9%, average 87.0%), person managing the call was compassionate (96.4%, average 88.6%), and confidence in the ability of the person managing the call (92.9%, average 84.3%), and they were less satisfied against one indicator, clear about when to use the service (85.7%, average 94%). Christians had marginally higher satisfaction rates across most indicators.
- **Sexual Orientation** – 2.9% of respondents identified as LGB. LGB people rated the service significantly lower across eight indicators. They selected “very helpful” and “quite helpful” the least for the helpfulness of the advice given (78.9%, average 87.7%). LGB selected “strongly agree” and “agree” the least for the problem being dealt with quickly (63.2%, average 75.0%), the advice working well in practice (68.4%, average 79.1%), being helped to make contact with the right service (68.4%, average 82.7%), receiving good treatment from referral services (63.2%, average 79.9%), feeling reassured by the 111 service (63.2%, average 78.3%), the helpfulness of the call taker (78.9%, average 87.0%) and receiving good advice when called back (68.8%, average 81.6%).

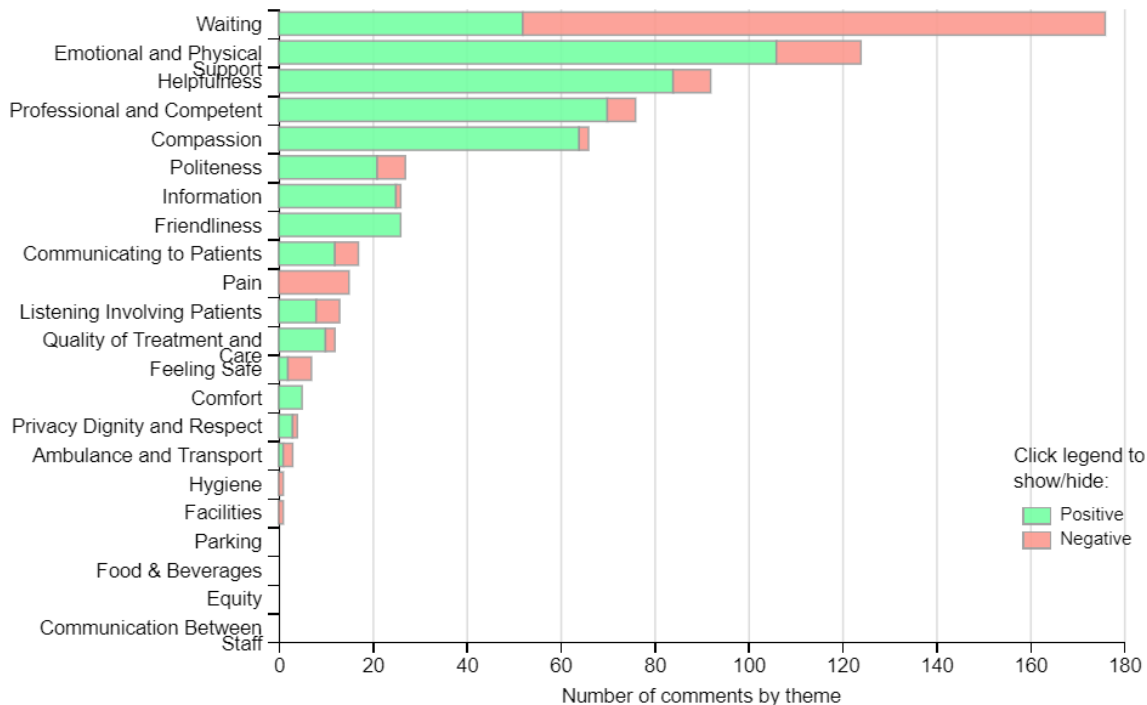
Survey trend graph

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: 01/07/2021
 End Date: 30/09/2021

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 111 service dealt with my problem quickly	The advice I was given by the 111 service worked well in practice	The 111 service helped me to make contact with the right health service	The treatment I received at the health service I was referred to was good	Using the 111 service reassured me	The person managing my call was helpful	I was confident of the ability of the person managing my call	The person managing my call was kind and compassionate	The person managing my call treated me with dignity and respect	If called back the advice and guidance given by that person who called me back was useful	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	643	78	83	92	73	77	79	78	76	83	81	84	86	80	96	87	82
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	127	75	84	96	77	78	80	78	76	85	84	87	90	83	97	88	84
NHS Newcastle Gateshead	111	80	83	91	72	78	79	82	78	84	82	82	85	79	96	92	83
NHS North Tyneside	38	76	80	93	67	73	74	78	73	77	78	81	83	77	98	83	79
NHS Northumberland	76	75	81	87	67	75	80	77	73	83	79	85	85	82	94	89	81
NHS South Tyneside	31	87	94	94	81	88	90	84	84	89	86	90	92	89	96	90	89
NHS Sunderland	72	83	83	98	77	78	85	74	78	86	85	87	88	81	97	90	85
NHS Tees Valley	132	77	81	86	72	75	77	75	74	79	78	80	80	74	95	81	79
No CCG	56	84	82	92	70	71	74	76	78	82	82	84	87	80	94	86	82

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

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 of the service?	Positive	78.5%	81.3%	82.5%	66.7%	71.8%	84.8%	85.8%	80.4%	63.2%	82.3%	80.0%	83.1%	83.1%	73.0%	84.4%	89.3%	83.4%	68.4%
	Negative	12.7%	13.7%	9.2%	30.0%	20.5%	8.7%	6.0%	10.9%	15.8%	10.6%	20.0%	10.3%	10.4%	18.0%	8.5%	10.7%	9.5%	26.3%
	Total	637	182	338	30	78	138	232	46	19	508	5	243	260	111	353	28	451	19
How helpful was the advice given by the 111 service? (please tick one only)	Very helpful	66.2%	67.2%	67.4%	40.0%	59.0%	64.2%	76.2%	56.5%	47.4%	67.7%	20.0%	63.6%	73.3%	59.5%	70.7%	64.3%	68.5%	52.6%
	Quite helpful	21.5%	18.3%	22.8%	30.0%	17.9%	27.0%	15.9%	32.6%	26.3%	21.1%	40.0%	24.4%	16.9%	24.3%	19.3%	25.0%	21.1%	26.3%
	Not very helpful	6.9%	6.1%	6.0%	23.3%	9.0%	5.1%	3.5%	8.7%	5.3%	6.2%	20.0%	6.2%	5.1%	7.2%	6.6%	3.6%	5.6%	10.5%
	Not helpful at all	5.5%	8.3%	3.9%	6.7%	14.1%	3.6%	4.4%	2.2%	21.1%	5.0%	20.0%	5.8%	4.7%	9.0%	3.4%	7.1%	4.7%	10.5%
	Total	568	180	334	30	78	137	227	46	19	502	5	242	255	111	348	28	445	19
Did you follow the advice given by the 111 service? (please tick one only)	Yes all of it	87.5%	87.5%	88.0%	73.3%	82.1%	91.2%	91.0%	80.4%	66.7%	88.5%	60.0%	89.0%	87.9%	81.8%	90.7%	85.7%	88.6%	84.2%
	Yes some of it	8.6%	8.0%	9.0%	23.3%	10.3%	5.9%	6.3%	17.4%	22.2%	8.0%	40.0%	8.1%	8.6%	11.8%	6.4%	10.7%	8.7%	10.5%
	No none of it	3.9%	4.5%	3.0%	3.3%	7.7%	2.9%	2.7%	2.2%	11.1%	3.4%	0.0%	3.0%	3.5%	6.4%	2.9%	3.6%	2.7%	5.3%
	Total	561	176	332	30	78	136	221	46	18	497	5	236	256	110	344	28	439	19
If you did not follow the advice why was this? (please tick one only)	I did not agree with the advice	10.8%	13.9%	12.8%	20.0%	10.3%	13.9%	12.5%	0.0%	0.0%	13.7%	0.0%	13.6%	14.5%	5.6%	18.7%	12.5%	14.0%	0.0%
	I did not understand the advice	1.3%	2.8%	1.1%	0.0%	2.6%	0.0%	0.0%	0.0%	12.5%	0.8%	0.0%	0.0%	1.6%	2.8%	0.0%	0.0%	0.0%	0.0%
	I tried to follow the advice but it did not work	15.9%	27.8%	11.7%	40.0%	7.7%	13.9%	9.4%	45.5%	12.5%	15.3%	66.7%	22.0%	9.7%	13.9%	17.3%	25.0%	15.0%	33.3%
	I was unable to follow the advice	6.4%	2.8%	7.4%	6.7%	7.7%	2.8%	9.4%	9.1%	25.0%	5.6%	0.0%	6.8%	6.5%	5.6%	6.7%	0.0%	6.0%	0.0%
	Other	65.6%	52.8%	67.0%	33.3%	71.8%	69.4%	68.8%	45.5%	50.0%	64.5%	33.3%	57.6%	67.7%	72.2%	57.3%	62.5%	65.0%	66.7%
	Total	157	36	94	15	39	36	32	11	8	124	3	59	62	36	75	8	100	9

As a result of calling the 111 service and the advice / care given was your: (please tick one only)	Problem resolved	47.8%	51.1%	47.1%	40.0%	33.8%	47.4%	55.9%	38.6%	26.3%	48.8%	40.0%	45.5%	51.2%	43.2%	51.7%	42.9%	49.3%	26.3%
	Problem improved	24.7%	23.0%	25.8%	20.0%	26.0%	23.4%	24.8%	31.8%	31.6%	24.7%	20.0%	25.1%	24.4%	22.5%	24.1%	21.4%	24.8%	31.6%
	Problem remained the same	23.8%	23.0%	23.7%	26.7%	31.2%	27.7%	18.5%	27.3%	21.1%	24.3%	0.0%	26.4%	21.3%	27.9%	22.4%	32.1%	23.4%	31.6%
	Problem worsened	3.6%	2.8%	3.3%	13.3%	9.1%	1.5%	0.9%	2.3%	21.1%	2.2%	40.0%	3.0%	3.1%	6.3%	1.7%	3.6%	2.5%	10.5%
	Total	554	178	329	30	77	137	222	44	19	494	5	235	258	111	344	28	440	19
The 111 service dealt with my problem quickly	Strongly agree	41.1%	41.3%	40.7%	32.1%	34.6%	40.3%	46.9%	25.5%	31.6%	41.1%	40.0%	40.2%	42.7%	40.4%	41.1%	39.3%	40.8%	31.6%
	Agree	33.9%	38.0%	33.1%	32.1%	26.9%	35.1%	35.1%	51.1%	21.1%	35.7%	0.0%	37.3%	32.9%	26.6%	37.4%	39.3%	36.5%	31.6%
	Neither agree or disagree	8.0%	5.0%	9.6%	3.6%	9.0%	10.4%	7.0%	6.4%	5.3%	8.2%	0.0%	7.1%	8.2%	8.3%	8.6%	7.1%	8.6%	5.3%
	Disagree	9.6%	10.1%	10.2%	25.0%	14.1%	12.7%	5.3%	8.5%	21.1%	9.0%	60.0%	12.0%	8.6%	18.3%	6.9%	7.1%	7.9%	26.3%
	Strongly disagree	7.4%	5.6%	6.3%	7.1%	15.4%	1.5%	5.7%	8.5%	21.1%	6.0%	0.0%	3.3%	7.5%	6.4%	6.0%	7.1%	6.3%	5.3%
	Total	540	179	332	28	78	134	228	47	19	499	5	241	255	109	348	28	444	19
The advice I was given by the 111 service worked well in practice	Strongly agree	42.4%	44.0%	42.1%	27.6%	41.0%	41.4%	48.0%	26.7%	31.6%	42.9%	40.0%	41.8%	44.9%	41.8%	44.7%	42.9%	43.7%	36.8%
	Agree	36.7%	34.9%	38.8%	34.5%	25.6%	40.6%	38.6%	46.7%	31.6%	37.8%	0.0%	35.4%	39.4%	33.6%	37.1%	39.3%	37.4%	31.6%
	Neither agree or disagree	10.4%	9.7%	10.6%	10.3%	12.8%	11.3%	8.1%	15.6%	15.8%	10.2%	20.0%	12.7%	7.5%	10.9%	9.6%	10.7%	10.3%	5.3%
	Disagree	6.0%	7.4%	4.8%	24.1%	12.8%	3.0%	2.2%	8.9%	5.3%	5.5%	40.0%	5.9%	5.1%	10.0%	4.4%	3.6%	4.8%	15.8%
	Strongly disagree	4.5%	4.0%	3.6%	3.4%	7.7%	3.8%	3.1%	2.2%	15.8%	3.7%	0.0%	4.2%	3.1%	3.6%	4.1%	3.6%	3.9%	10.5%
	Total	531	175	330	29	78	133	223	45	19	492	5	237	254	110	342	28	439	19
The 111 service helped me to make contact with the right health service	Strongly agree	50.4%	52.9%	50.0%	44.8%	53.8%	50.4%	53.5%	29.5%	36.8%	51.1%	40.0%	47.3%	55.3%	53.2%	50.0%	50.0%	50.9%	52.6%
	Agree	32.3%	31.0%	33.3%	31.0%	21.8%	35.1%	33.2%	45.5%	31.6%	32.8%	40.0%	31.6%	33.2%	32.1%	34.4%	28.6%	34.0%	15.8%
	Neither agree or disagree	7.0%	5.2%	8.2%	10.3%	5.1%	7.6%	6.2%	13.6%	0.0%	7.3%	0.0%	9.7%	5.1%	4.6%	6.8%	17.9%	7.3%	0.0%
	Disagree	5.1%	6.9%	4.2%	13.8%	11.5%	3.1%	3.5%	4.5%	15.8%	4.7%	20.0%	6.3%	3.6%	5.5%	4.4%	0.0%	3.2%	26.3%
	Strongly disagree	5.3%	4.0%	4.2%	0.0%	7.7%	3.8%	3.5%	6.8%	15.8%	4.1%	0.0%	5.1%	2.8%	4.6%	4.4%	3.6%	4.6%	5.3%
	Total	532	174	330	29	78	131	226	44	19	491	5	237	253	109	340	28	438	19

The treatment I received at the health service I was referred to was good	Strongly agree	46.9%	50.0%	46.3%	32.1%	42.3%	45.0%	53.8%	37.2%	26.3%	47.6%	60.0%	42.5%	52.2%	43.1%	49.7%	44.4%	48.6%	31.6%
	Agree	33.0%	31.6%	35.0%	32.1%	25.6%	35.1%	32.3%	51.2%	31.6%	34.1%	0.0%	35.2%	32.3%	29.4%	35.6%	29.6%	33.6%	31.6%
	Neither agree or disagree	9.3%	8.0%	9.2%	17.9%	11.5%	10.7%	6.3%	9.3%	21.1%	8.8%	0.0%	9.9%	7.2%	11.0%	7.4%	14.8%	9.3%	0.0%
	Disagree	5.1%	5.7%	4.0%	7.1%	9.0%	5.3%	3.6%	2.3%	5.3%	4.5%	40.0%	6.4%	3.6%	7.3%	4.1%	3.7%	3.9%	10.5%
	Strongly disagree	5.7%	4.6%	5.5%	10.7%	11.5%	3.8%	4.0%	0.0%	15.8%	4.9%	0.0%	6.0%	4.8%	9.2%	3.2%	7.4%	4.6%	26.3%
	Total	527	174	326	28	78	131	223	43	19	487	5	233	251	109	340	27	432	19
Using the 111 service reassured me	Strongly agree	45.4%	48.6%	44.6%	41.4%	42.3%	45.9%	52.0%	21.3%	26.3%	46.2%	40.0%	42.9%	49.8%	41.8%	47.1%	53.6%	46.3%	36.8%
	Agree	32.9%	31.6%	34.4%	24.1%	23.1%	35.3%	33.5%	51.1%	42.1%	33.5%	0.0%	35.4%	32.5%	31.8%	34.4%	28.6%	34.5%	26.3%
	Neither agree or disagree	9.5%	7.3%	10.8%	6.9%	9.0%	10.5%	7.9%	14.9%	0.0%	9.4%	40.0%	10.8%	7.5%	13.6%	7.8%	10.7%	9.0%	15.8%
	Disagree	5.6%	6.2%	5.1%	20.7%	11.5%	5.3%	2.2%	6.4%	15.8%	5.2%	20.0%	6.7%	4.3%	6.4%	5.2%	3.6%	5.2%	10.5%
	Strongly disagree	6.7%	6.2%	5.1%	6.9%	14.1%	3.0%	4.4%	6.4%	15.8%	5.6%	0.0%	4.2%	5.9%	6.4%	5.5%	3.6%	5.0%	10.5%
	Total	538	177	334	29	78	133	227	47	19	498	5	240	255	110	346	28	443	19
The person managing my call was helpful	Strongly agree	55.8%	57.5%	56.0%	48.3%	52.6%	58.6%	60.1%	38.3%	44.4%	56.6%	40.0%	52.3%	61.6%	56.9%	55.7%	60.7%	58.5%	31.6%
	Agree	31.2%	30.2%	32.2%	27.6%	23.7%	32.3%	31.6%	46.8%	22.2%	32.3%	0.0%	34.3%	28.6%	27.5%	33.6%	32.1%	31.2%	47.4%
	Neither agree or disagree	5.4%	3.4%	6.3%	13.8%	5.3%	4.5%	3.5%	10.6%	11.1%	4.6%	40.0%	6.3%	3.1%	7.3%	4.6%	3.6%	4.7%	0.0%
	Disagree	4.5%	7.3%	2.7%	10.3%	9.2%	3.8%	2.6%	4.3%	5.6%	4.2%	20.0%	5.4%	3.5%	4.6%	4.3%	0.0%	3.6%	15.8%
	Strongly disagree	3.2%	1.7%	2.7%	0.0%	9.2%	0.8%	2.2%	0.0%	16.7%	2.2%	0.0%	1.7%	3.1%	3.7%	1.7%	3.6%	2.0%	5.3%
	Total	536	179	332	29	76	133	228	47	18	498	5	239	255	109	348	28	443	19
The person managing my call was kind and compassionate	Strongly agree	54.5%	58.1%	54.1%	41.4%	53.8%	56.8%	57.3%	44.7%	36.8%	55.5%	40.0%	51.0%	60.4%	55.0%	54.2%	64.3%	56.3%	36.8%
	Agree	34.1%	30.2%	36.6%	44.8%	23.1%	37.1%	33.9%	44.7%	26.3%	35.0%	20.0%	37.7%	30.6%	30.3%	36.9%	32.1%	34.8%	52.6%
	Neither agree or disagree	6.9%	7.3%	5.7%	3.4%	10.3%	4.5%	6.6%	8.5%	26.3%	5.6%	40.0%	7.1%	5.1%	10.1%	5.5%	0.0%	5.4%	5.3%
	Disagree	2.2%	3.4%	1.5%	10.3%	3.8%	1.5%	0.9%	2.1%	0.0%	2.2%	0.0%	2.5%	1.6%	1.8%	2.6%	0.0%	1.8%	0.0%
	Strongly disagree	2.2%	1.1%	2.1%	0.0%	9.0%	0.0%	1.3%	0.0%	10.5%	1.6%	0.0%	1.7%	2.4%	2.8%	0.9%	3.6%	1.6%	5.3%
	Total	534	179	331	29	78	132	227	47	19	497	5	239	255	109	347	28	442	19
	Strongly agree	53.9%	57.4%	53.2%	42.9%	52.6%	54.5%	59.5%	29.8%	31.6%	54.8%	40.0%	50.6%	59.8%	55.5%	54.7%	60.7%	56.1%	36.8%

I was confident of the ability of the person managing my call	Agree	30.4%	26.1%	33.6%	42.9%	19.2%	34.8%	28.6%	51.1%	26.3%	31.7%	20.0%	34.3%	28.0%	26.4%	32.6%	32.1%	30.8%	52.6%
	Neither agree or disagree	7.3%	7.4%	6.6%	7.1%	11.5%	3.8%	5.7%	14.9%	26.3%	6.0%	20.0%	7.9%	4.7%	9.1%	5.5%	0.0%	6.1%	0.0%
	Disagree	4.3%	5.7%	3.3%	7.1%	6.4%	6.1%	2.6%	2.1%	0.0%	4.2%	20.0%	4.6%	3.5%	4.5%	4.7%	3.6%	4.1%	5.3%
	Strongly disagree	4.1%	3.4%	3.3%	0.0%	10.3%	0.8%	3.5%	2.1%	15.8%	3.2%	0.0%	2.5%	3.9%	4.5%	2.6%	3.6%	2.9%	5.3%
	Total	536	176	333	28	78	132	227	47	19	496	5	239	254	110	344	28	442	19
The person managing my call treated me with dignity and respect	Strongly agree	57.0%	59.3%	57.3%	51.9%	53.2%	58.3%	59.5%	51.1%	31.6%	58.1%	50.0%	52.9%	63.1%	57.5%	57.4%	64.3%	58.6%	38.9%
	Agree	33.6%	31.6%	34.5%	40.7%	28.6%	34.1%	34.4%	40.4%	42.1%	34.0%	25.0%	36.1%	31.3%	32.1%	35.7%	25.0%	33.9%	55.6%
	Neither agree or disagree	6.4%	7.9%	4.8%	3.7%	10.4%	6.1%	4.4%	6.4%	21.1%	5.3%	25.0%	8.0%	3.2%	7.5%	4.9%	7.1%	5.0%	0.0%
	Disagree	0.9%	0.6%	1.2%	3.7%	0.0%	1.5%	0.4%	2.1%	0.0%	1.0%	0.0%	1.7%	0.4%	0.0%	1.4%	0.0%	0.9%	0.0%
	Strongly disagree	2.1%	0.6%	2.1%	0.0%	7.8%	0.0%	1.3%	0.0%	5.3%	1.6%	0.0%	1.3%	2.0%	2.8%	0.6%	3.6%	1.6%	5.6%
	Total	530	177	330	27	77	132	227	47	19	494	4	238	252	106	345	28	440	18
If called back the advice and guidance given by that person who called me back was useful	Strongly agree	49.7%	52.1%	50.2%	58.3%	50.7%	51.0%	51.3%	22.2%	36.8%	51.0%	25.0%	48.2%	53.1%	53.9%	49.2%	48.0%	51.6%	37.5%
	Agree	31.9%	26.4%	35.7%	12.5%	21.1%	31.0%	38.2%	63.0%	31.6%	32.8%	25.0%	32.3%	33.0%	23.6%	36.6%	36.0%	32.8%	31.3%
	Neither agree or disagree	10.7%	9.9%	9.2%	16.7%	11.3%	14.0%	5.9%	11.1%	10.5%	9.8%	25.0%	10.4%	8.2%	13.5%	8.4%	12.0%	9.4%	12.5%
	Disagree	3.3%	5.8%	2.0%	12.5%	5.6%	3.0%	2.0%	0.0%	5.3%	3.4%	0.0%	3.0%	4.1%	2.2%	3.8%	4.0%	3.1%	12.5%
	Strongly disagree	4.3%	5.8%	2.8%	0.0%	11.3%	1.0%	2.6%	3.7%	15.8%	3.1%	25.0%	6.1%	1.5%	6.7%	2.1%	0.0%	3.1%	6.3%
	Total	392	121	249	24	71	100	152	27	19	357	4	164	194	89	238	25	320	16
How did you hear about the 111 telephone service? (please tick all that apply)	Media (TV radio newspaper etc.)	33.8%	40.8%	30.7%	16.7%	14.7%	31.9%	42.1%	43.5%	11.8%	34.7%	40.0%	33.9%	35.2%	26.9%	38.5%	22.2%	35.4%	27.8%
	Leaflet	6.1%	5.6%	6.6%	3.3%	1.3%	5.9%	9.2%	2.2%	11.8%	5.8%	20.0%	7.5%	5.1%	0.9%	7.5%	11.1%	6.5%	0.0%
	Friend/relative	21.0%	21.8%	20.5%	23.3%	21.3%	19.3%	22.8%	17.4%	17.6%	21.2%	20.0%	19.2%	24.1%	20.4%	21.6%	33.3%	21.3%	22.2%
	Health service telephone message	11.3%	8.4%	12.7%	10.0%	8.0%	11.9%	10.5%	15.2%	5.9%	11.6%	0.0%	14.6%	7.5%	5.6%	12.6%	0.0%	11.0%	5.6%
	Online (computer laptop etc.)	9.4%	7.8%	9.9%	16.7%	20.0%	8.9%	6.6%	2.2%	17.6%	8.6%	40.0%	9.2%	9.1%	14.8%	6.9%	18.5%	7.8%	38.9%
	Other healthcare provider (e.g. GP)	23.7%	23.5%	23.5%	16.7%	26.7%	22.2%	24.6%	26.1%	35.3%	23.4%	20.0%	26.8%	20.9%	23.1%	23.9%	14.8%	23.8%	11.1%

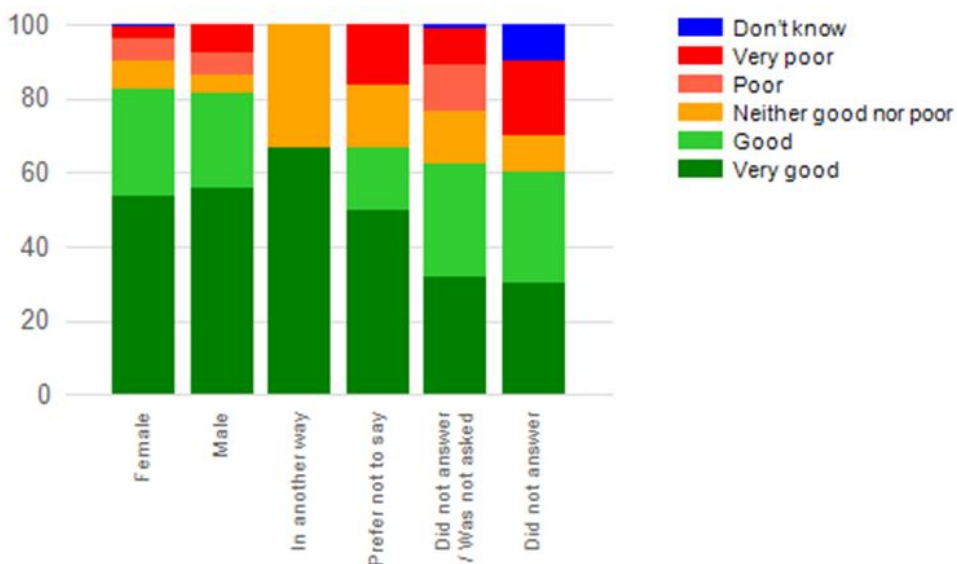
	Local/regional event	1.1%	0.6%	1.2%	3.3%	0.0%	0.7%	0.9%	4.3%	0.0%	1.0%	20.0%	1.3%	0.4%	0.0%	1.7%	0.0%	1.1%	0.0%
	Other	12.4%	13.4%	11.7%	20.0%	20.0%	10.4%	8.3%	17.4%	11.8%	12.2%	0.0%	10.5%	13.0%	18.5%	9.5%	14.8%	11.4%	11.1%
	Total	524	179	332	30	75	135	228	46	17	499	5	239	253	108	348	27	446	18
Are you clear about when to use the 111 service instead of another service?	Yes	94.0%	94.0%	93.8%	86.7%	94.9%	93.4%	94.4%	95.7%	89.5%	94.5%	60.0%	91.7%	96.5%	92.8%	94.9%	85.7%	94.7%	89.5%
	No	2.4%	3.3%	2.1%	6.7%	2.6%	1.5%	2.6%	2.2%	10.5%	2.0%	20.0%	3.7%	0.8%	3.6%	1.7%	3.6%	1.8%	5.3%
	Not sure	3.6%	2.7%	4.2%	6.7%	2.6%	5.1%	3.0%	2.2%	0.0%	3.5%	20.0%	4.5%	2.7%	3.6%	3.4%	10.7%	3.5%	5.3%
	Total	535	183	337	30	78	137	232	46	19	508	5	242	260	111	353	28	451	19
If you faced a similar health problem in the future would you call the 111 service?	Yes	83.6%	85.0%	84.1%	72.4%	76.9%	88.3%	86.8%	73.9%	52.6%	84.7%	100.0%	84.0%	87.3%	82.6%	85.1%	85.7%	85.5%	83.3%
	No	9.1%	6.7%	9.0%	13.8%	16.7%	5.1%	7.5%	10.9%	36.8%	8.0%	0.0%	9.2%	6.6%	10.1%	7.7%	10.7%	7.1%	11.1%
	Not sure	7.4%	8.3%	6.9%	13.8%	6.4%	6.6%	5.7%	15.2%	10.5%	7.4%	0.0%	6.7%	6.2%	7.3%	7.2%	3.6%	7.4%	5.6%
	Total	530	180	334	29	78	137	227	46	19	503	4	238	259	109	349	28	448	18
If the 111 service had not been available I would have contacted: (please tick only one)	The ambulance service	19.5%	23.1%	17.6%	10.0%	14.7%	16.1%	18.2%	47.8%	11.1%	20.0%	0.0%	24.5%	14.6%	16.4%	22.0%	14.3%	19.8%	5.6%
	Used A&E service	34.2%	34.6%	33.7%	30.0%	28.0%	34.3%	41.3%	13.0%	33.3%	34.1%	40.0%	33.2%	35.4%	35.5%	33.6%	35.7%	33.8%	38.9%
	Used primary care service (e.g. GP or urgent care centre)	37.6%	33.0%	40.4%	40.0%	48.0%	41.6%	32.0%	32.6%	33.3%	37.5%	60.0%	34.4%	40.9%	38.2%	36.8%	39.3%	38.3%	38.9%
	Used another service	4.0%	5.5%	3.0%	10.0%	4.0%	3.6%	3.6%	4.3%	16.7%	3.6%	0.0%	3.7%	4.3%	4.5%	3.8%	0.0%	3.2%	11.1%
	Used no service	4.8%	3.8%	5.2%	10.0%	5.3%	4.4%	4.9%	2.2%	5.6%	4.8%	0.0%	4.1%	4.7%	5.5%	3.8%	10.7%	5.0%	5.6%
	Total	524	182	329	30	75	137	225	46	18	499	5	241	254	110	345	28	444	18
As a result of using NHS 111, I subsequently used:	The ambulance service	20.8%	16.5%	23.5%	15.4%	17.1%	18.3%	20.1%	43.9%	33.3%	20.4%	25.0%	26.7%	13.4%	17.8%	21.8%	16.0%	19.8%	17.6%
	A&E service	22.1%	24.7%	21.1%	19.2%	19.7%	25.4%	23.0%	14.6%	11.1%	22.8%	0.0%	21.7%	23.7%	23.4%	23.4%	16.0%	23.2%	17.6%
	Primary care service (e.g. GP or urgent care centre)	43.8%	47.6%	41.6%	50.0%	43.4%	46.0%	43.6%	29.3%	22.2%	44.4%	50.0%	37.6%	50.4%	43.0%	42.3%	56.0%	43.9%	52.9%
	Another service	13.3%	11.2%	13.8%	15.4%	19.7%	10.3%	13.2%	12.2%	33.3%	12.5%	25.0%	14.0%	12.5%	15.9%	12.5%	12.0%	13.2%	11.8%
	Total	480	170	298	26	76	126	204	41	18	457	4	221	232	107	312	25	410	17

What is your age?	Under 16	1.3%	1.7%	1.2%	23.3%	0.0%	0.0%	0.0%	0.0%	5.3%	1.2%	0.0%	0.0%	2.7%	2.7%	1.1%	0.0%	0.7%	5.3%
	16-24	4.3%	3.3%	4.7%	76.7%	0.0%	0.0%	0.0%	0.0%	5.3%	4.0%	40.0%	1.7%	5.8%	11.8%	2.3%	0.0%	3.1%	26.3%
	25-44	14.7%	8.8%	17.5%	0.0%	100.0%	0.0%	0.0%	0.0%	26.3%	14.5%	0.0%	9.1%	20.0%	28.2%	8.5%	25.0%	12.7%	52.6%
	45-64	25.9%	23.2%	27.8%	0.0%	0.0%	100.0%	0.0%	0.0%	31.6%	25.5%	40.0%	27.0%	25.4%	35.5%	21.3%	50.0%	28.0%	5.3%
	65-84	44.0%	53.0%	39.3%	0.0%	0.0%	0.0%	100.0%	0.0%	21.1%	45.1%	20.0%	47.3%	42.7%	19.1%	54.3%	25.0%	45.8%	5.3%
	85+	9.0%	8.8%	9.2%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	9.3%	0.0%	14.5%	2.7%	0.0%	12.2%	0.0%	9.3%	0.0%
	Prefer not to say	0.8%	1.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.4%	0.0%	0.4%	0.8%	2.7%	0.3%	0.0%	0.4%	5.3%
	Total	532	181	338	30	78	138	234	48	19	505	5	241	260	110	352	28	450	19
How would you describe your gender	Female	64.0%	0.0%	100.0%	69.0%	76.6%	68.1%	57.1%	66.0%	42.1%	64.5%	80.0%	62.0%	64.5%	69.4%	62.7%	78.6%	64.0%	57.9%
	Male	34.3%	100.0%	0.0%	31.0%	20.8%	30.4%	41.2%	34.0%	31.6%	34.7%	20.0%	35.9%	34.4%	29.7%	36.8%	17.9%	35.3%	31.6%
	In another way	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	5.3%	0.4%	0.0%	0.4%	0.8%	0.9%	0.6%	0.0%	0.2%	5.3%
	Prefer not to say	1.1%	0.0%	0.0%	0.0%	2.6%	1.4%	0.9%	0.0%	21.1%	0.4%	0.0%	1.6%	0.4%	0.0%	0.0%	3.6%	0.4%	5.3%
	Total	533	183	341	29	77	138	233	47	19	507	5	245	259	111	351	28	450	19
What is your ethnic group?	White British	95.5%	96.2%	96.5%	86.7%	93.6%	94.2%	97.9%	100.0%	0.0%	100.0%	0.0%	95.1%	97.3%	93.7%	98.9%	89.3%	98.0%	84.2%
	Asian or Asian British	0.7%	0.5%	0.9%	0.0%	0.0%	2.9%	0.0%	0.0%	21.1%	0.0%	0.0%	0.4%	0.8%	0.9%	0.0%	10.7%	0.9%	0.0%
	Mixed/multiple ethnic group	0.4%	0.5%	0.3%	6.7%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.8%	0.0%	0.6%	0.0%	0.2%	0.0%
	White Other	0.9%	0.5%	1.2%	6.7%	0.0%	1.5%	0.4%	0.0%	0.0%	0.0%	100.0%	1.2%	0.4%	2.7%	0.6%	0.0%	0.7%	5.3%
	Other	0.4%	0.0%	0.3%	0.0%	1.3%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.4%	0.4%	1.8%	0.0%	0.0%	0.0%	5.3%
	Prefer not to say	2.1%	2.2%	0.9%	0.0%	5.1%	1.5%	1.7%	0.0%	57.9%	0.0%	0.0%	2.9%	0.4%	0.9%	0.0%	0.0%	0.2%	5.3%
	Total	535	183	339	30	78	137	233	47	19	511	5	245	259	111	355	28	453	19
How would you describe your religion or belief?	Buddhist	0.4%	0.6%	0.3%	0.0%	0.0%	0.7%	0.4%	0.0%	0.0%	0.4%	0.0%	0.8%	0.0%	0.0%	0.0%	7.1%	0.2%	0.0%
	Christian	67.4%	71.7%	65.9%	41.4%	38.5%	55.1%	82.7%	95.6%	10.5%	69.9%	40.0%	71.8%	64.0%	0.0%	100.0%	0.0%	71.5%	33.3%
	Hindu	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	3.6%	0.2%	0.0%
	Jewish	0.2%	0.0%	0.3%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.4%	0.0%	0.0%	3.6%	0.2%	0.0%
	Muslim	0.6%	0.0%	0.9%	0.0%	0.0%	2.2%	0.0%	0.0%	15.8%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	10.7%	0.7%	0.0%
	No religion or belief	21.1%	18.3%	23.1%	55.2%	39.7%	28.7%	9.1%	0.0%	21.1%	20.7%	60.0%	14.9%	26.4%	100.0%	0.0%	0.0%	20.4%	50.0%
	Other	4.0%	2.2%	4.8%	0.0%	7.7%	7.4%	2.2%	0.0%	0.0%	4.2%	0.0%	3.3%	4.7%	0.0%	0.0%	75.0%	3.6%	5.6%
	Prefer not to say	6.3%	7.2%	4.5%	3.4%	12.8%	5.9%	5.2%	4.4%	52.6%	4.4%	0.0%	8.7%	3.9%	0.0%	0.0%	0.0%	3.1%	11.1%

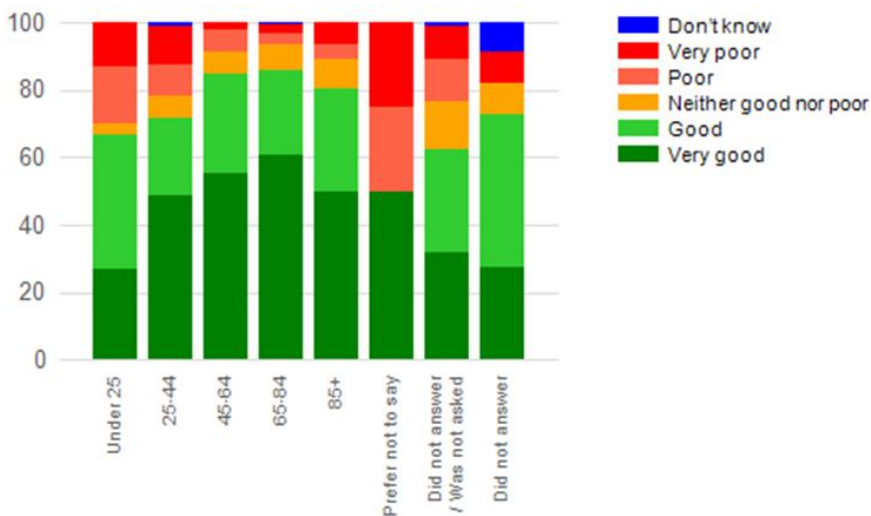
	Total	527	180	334	29	78	136	231	45	19	502	5	241	258	111	355	28	446	18
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	46.3%	48.6%	45.1%	14.3%	28.2%	47.8%	48.9%	76.1%	47.4%	46.2%	60.0%	100.0%	0.0%	32.7%	49.3%	39.3%	45.1%	42.1%
	No	49.2%	49.2%	49.6%	78.6%	66.7%	48.5%	47.6%	15.2%	31.6%	50.0%	20.0%	0.0%	100.0%	61.8%	47.0%	53.6%	50.9%	52.6%
	Prefer not to say	4.5%	2.2%	5.3%	7.1%	5.1%	3.7%	3.4%	8.7%	21.1%	3.8%	20.0%	0.0%	0.0%	5.5%	3.7%	7.1%	4.0%	5.3%
	Total	531	181	337	28	78	136	233	46	19	504	5	246	261	110	351	28	450	19
How would you describe how you think of your sexual orientation?	Heterosexual or straight	87.1%	87.4%	88.1%	60.7%	74.0%	93.3%	91.2%	91.3%	31.6%	89.7%	60.0%	85.3%	89.8%	82.7%	93.5%	78.6%	100.0%	0.0%
	Gay or lesbian	1.9%	3.3%	0.9%	10.7%	6.5%	0.7%	0.4%	0.0%	5.3%	1.8%	0.0%	1.7%	2.4%	4.5%	0.9%	0.0%	0.0%	52.6%
	Bisexual	1.7%	0.0%	2.4%	10.7%	6.5%	0.0%	0.0%	0.0%	5.3%	1.4%	20.0%	1.7%	1.6%	3.6%	0.9%	3.6%	0.0%	47.4%
	Other	1.3%	0.5%	1.8%	0.0%	3.9%	1.5%	0.9%	0.0%	5.3%	1.0%	0.0%	0.8%	2.0%	2.7%	0.0%	10.7%	0.0%	0.0%
	Don't know or not sure	1.3%	2.2%	0.9%	7.1%	0.0%	1.5%	0.9%	0.0%	0.0%	1.2%	20.0%	1.3%	1.2%	2.7%	1.2%	0.0%	0.0%	0.0%
	Prefer not to say	6.5%	6.6%	5.8%	10.7%	9.1%	3.0%	6.6%	8.7%	52.6%	4.8%	0.0%	9.2%	3.1%	3.6%	3.5%	7.1%	0.0%	0.0%
	Total	521	182	327	28	77	135	226	46	19	495	5	238	255	110	341	28	454	19
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	54.6%	50.8%	56.3%	75.0%	65.8%	56.4%	47.6%	54.3%	68.4%	53.7%	80.0%	50.4%	58.9%	63.3%	50.0%	59.3%	53.5%	47.4%
	Yes – Great someone may contact you	45.4%	49.2%	43.7%	25.0%	34.2%	43.6%	52.4%	45.7%	31.6%	46.3%	20.0%	49.6%	41.1%	36.7%	50.0%	40.7%	46.5%	52.6%
	Total	526	181	332	28	76	133	233	46	19	499	5	242	258	109	348	27	449	19

Friends and Family Test Demographic Breakdown Graphs

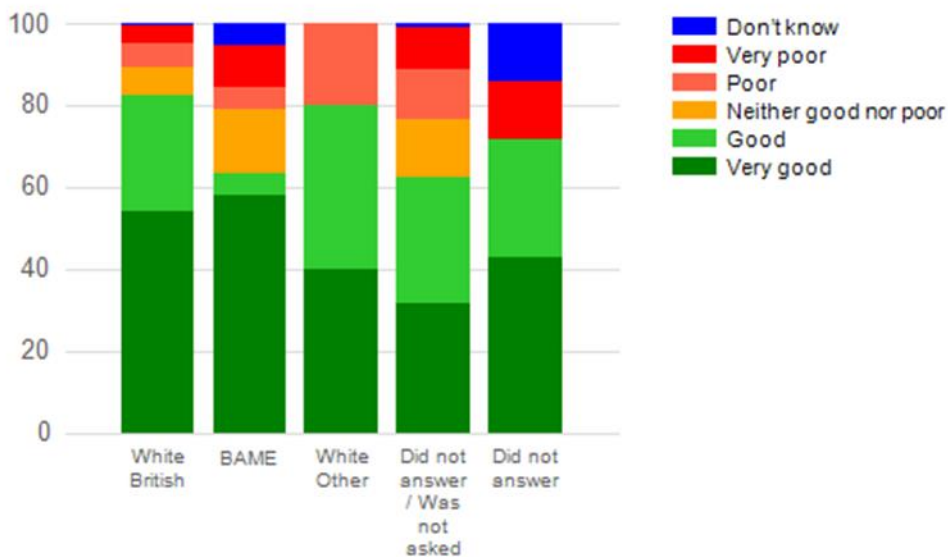
Gender



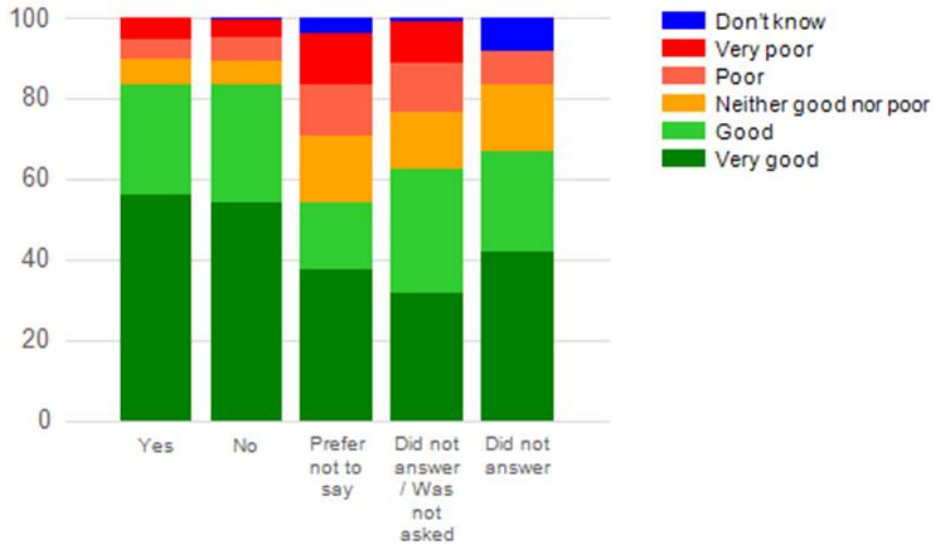
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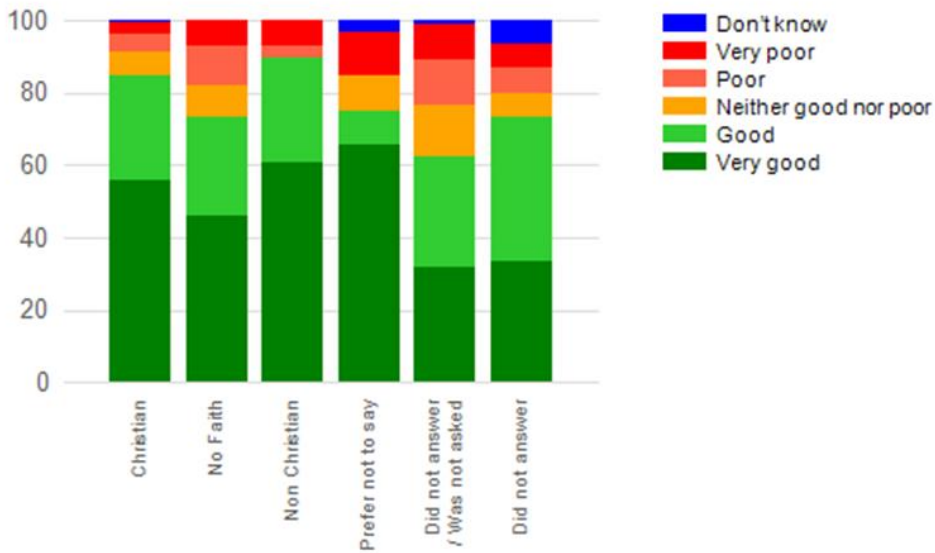
Ethnicity



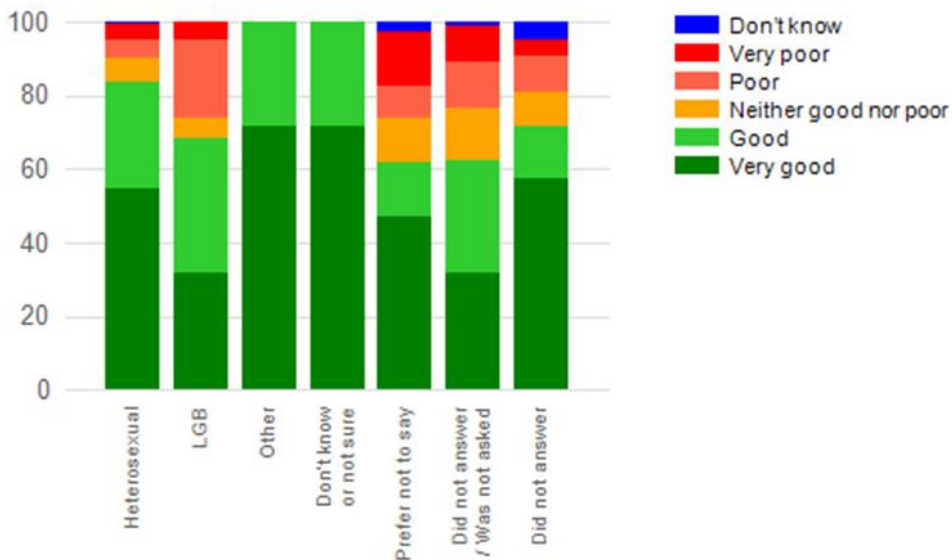
Disability



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	322	50.5%
Good	178	27.9%
Neither good nor poor	52	8.2%
Poor	43	6.8%
Very poor	38	6.0%
Don't know	4	0.6%
Total	637	100%

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

Available Answers	Responses	Score (%)
Very helpful	376	66.2%
Quite helpful	122	21.5%
Not very helpful	39	6.9%
Not helpful at all	31	5.5%
Total	568	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	491	87.5%
Yes some of it	48	8.6%
No none of it	22	3.9%
Total	561	100%

Question 7: The person managing my call was kind and compassionate

Available Answers	Responses	Score (%)
Strongly agree	291	54.5%
Agree	182	34.1%
Neither agree or disagree	37	6.9%
Disagree	12	2.2%
Strongly disagree	12	2.2%
Total	534	100%

Question 8: The 111 service helped me to make contact with the right health service		
Available Answers	Responses	Score (%)
Strongly agree	268	50.4%
Agree	172	32.3%
Neither agree or disagree	37	7.0%
Disagree	27	5.1%
Strongly disagree	28	5.3%
Total	532	100%

Question 9: The treatment I received at the health service I was referred to was good		
Available Answers	Responses	Score (%)
Strongly agree	247	46.9%
Agree	174	33.0%
Neither agree or disagree	49	9.3%
Disagree	27	5.1%
Strongly disagree	30	5.7%
Total	527	100%

Question 10: If called back the advice and guidance given by that person who called me back was useful		
Available Answers	Responses	Score (%)
Strongly agree	195	49.7%
Agree	125	31.9%
Neither agree or disagree	42	10.7%
Disagree	13	3.3%
Strongly disagree	17	4.3%
Total	392	100%

Question 11: The 111 service dealt with my problem quickly		
Available Answers	Responses	Score (%)
Strongly agree	222	41.1%
Agree	183	33.9%
Neither agree or disagree	43	8.0%
Disagree	52	9.6%
Strongly disagree	40	7.4%
Total	540	100%

Question 12: The advice I was given by the 111 service worked well in practice		
Available Answers	Responses	Score (%)
Strongly agree	225	42.4%
Agree	195	36.7%
Neither agree or disagree	55	10.4%
Disagree	32	6.0%
Strongly disagree	24	4.5%
Total	531	100%

Question 13: The person managing my call treated me with dignity and respect		
Available Answers	Responses	Score (%)
Strongly agree	302	57.0%
Agree	178	33.6%
Neither agree or disagree	34	6.4%
Disagree	5	0.9%
Strongly disagree	11	2.1%
Total	530	100%

Question 14: The person managing my call was helpful		
Available Answers	Responses	Score (%)
Strongly agree	299	55.8%
Agree	167	31.2%
Neither agree or disagree	29	5.4%
Disagree	24	4.5%
Strongly disagree	17	3.2%
Total	536	100%

Question 15: I was confident of the ability of the person managing my call		
Available Answers	Responses	Score (%)
Strongly agree	289	53.9%
Agree	163	30.4%
Neither agree or disagree	39	7.3%
Disagree	23	4.3%
Strongly disagree	22	4.1%
Total	536	100%

Question 16: Using the 111 service reassured me		
Available Answers	Responses	Score (%)
Strongly agree	244	45.4%
Agree	177	32.9%
Neither agree or disagree	51	9.5%
Disagree	30	5.6%
Strongly disagree	36	6.7%
Total	538	100%

Question 17: Are you clear about when to use the 111 service instead of another service?		
Available Answers	Responses	Score (%)
Yes	503	94.0%
No	13	2.4%
Not sure	19	3.6%
Total	535	100%

Question 18: If you faced a similar health problem in the future would you call the 111 service?		
Available Answers	Responses	Score (%)
Yes	443	83.6%
No	48	9.1%
Not sure	39	7.4%
Total	530	100%

