

# 111 Service

## Quarter 3, 2021/22



### Patient Survey Summary

Responses: 481

Questions	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarterly Trend	Annual Trend	
	<input checked="" type="checkbox"/> Improved by 5% <input checked="" type="checkbox"/> Declined by 5% <input type="checkbox"/> Less than 5% change							
Thinking of the 111 service we provide. Overall how was your experience of the service?	89.1	88.0	83.1	78.4	65.3	<input checked="" type="checkbox"/>	79.5	<input checked="" type="checkbox"/>
How helpful was the advice given by the 111 service? (please tick one only)	87.8	85.8	85.2	82.6	78.9	<input type="checkbox"/>	83.3	<input type="checkbox"/>
Did you follow the advice given by the 111 service? (please tick one only)	94.0	94.1	94.3	91.8	90.8	<input type="checkbox"/>	92.8	<input type="checkbox"/>
The 111 service dealt with my problem quickly	83.6	80.6	79.5	72.9	64.9	<input checked="" type="checkbox"/>	74.9	<input checked="" type="checkbox"/>
The advice I was given by the 111 service worked well in practice	82.3	79.9	80.1	76.6	72.8	<input type="checkbox"/>	77.5	<input type="checkbox"/>
The 111 service helped me to make contact with the right health service	84.5	82.7	83.0	79.4	75.8	<input type="checkbox"/>	80.4	<input type="checkbox"/>
The treatment I received at the health service I was referred to was good	83.8	83.0	81.5	77.6	74.3	<input type="checkbox"/>	79.3	<input checked="" type="checkbox"/>
Using the 111 service reassured me	84.0	80.5	79.2	76.2	72.4	<input type="checkbox"/>	77.3	<input type="checkbox"/>
The person managing my call was helpful	89.3	86.3	86.7	83.0	80.5	<input type="checkbox"/>	84.2	<input type="checkbox"/>
I was confident of the ability of the person managing my call	87.4	84.4	84.6	81.4	78.5	<input type="checkbox"/>	82.4	<input type="checkbox"/>
The person managing my call was kind and compassionate	89.3	87.4	86.8	84.1	82.3	<input type="checkbox"/>	85.3	<input type="checkbox"/>
The person managing my call treated me with dignity and respect	90.4	88.4	88.3	85.6	84.8	<input type="checkbox"/>	86.8	<input type="checkbox"/>
If called back the advice and guidance given by that person who called me back was useful	84.2	83.1	82.3	79.8	73.5	<input checked="" type="checkbox"/>	80.0	<input checked="" type="checkbox"/>
Are you clear about when to use the 111 service instead of another service?	97.2	96.7	96.3	95.8	96.2	<input type="checkbox"/>	96.2	<input type="checkbox"/>
If you faced a similar health problem in the future would you call the 111 service?	91.2	90.6	88.8	87.3	81.4	<input checked="" type="checkbox"/>	87.3	<input checked="" type="checkbox"/>

## Executive Summary

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

- Thinking of the 111 service we provide. Overall how was your experience of the service? (-14.2%)
- The 111 service dealt with my problem quickly (-10%)
- If called back the advice and guidance given by that person who called me back was useful (-6.5%)
- If you faced a similar health problem in the future would you call the 111 service? (-5.9%)
- The treatment I received at the health service I was referred to was good (-5%)

Using a direct year on year comparison 13 indicators have decreased by more than 5%:

- Thinking of the 111 service we provide. Overall how was your experience of the service? 65.3% (-23.8%)
- How helpful was the advice given by the 111 service? 78.9% (-8.9%)
- The 111 service dealt with my problem quickly 64.9% (-18.7%)
- The advice I was given by the 111 service worked well in practice 72.8% (-9.5%)
- The 111 service helped me to make contact with the right health service 75.8% (-8.7)
- The treatment I received at the health service I was referred to was good 74.3% (-9.5%)
- Using the 111 service reassured me 72.4% (-11.6)
- The person managing my call was helpful 80.5% (-8.8%)
- I was confident of the ability of the person managing my call 78.5% (-8.9%)
- The person managing my call was kind and compassionate 82.3% (-7%)
- The person managing my call treated me with dignity and respect 84.8% (-5.6%)
- If called back the advice and guidance given by that person who called me back was useful 73.5% (-10.7%)
- If you faced a similar health problem in the future would you call the 111 service? 81.4% (-9.8%)

## Quarterly Analysis

In Q3 2021-22 we have collected 481 responses, which is 156 fewer than the previous quarter (637).

The FFT very good/good score is 65.3%, which is 13.1% lower than the previous quarter (78.4%).

Four areas decreased by over 5% compared to the previous quarter, all others were within the 5% tolerance:

- Thinking of the 111 service we provide. Overall how was your experience of the service? 65.3% (-13.2%)
- The 111 service dealt with my problem quickly 64.9% (-8%).
- If you faced a similar health problem in the future would you call the 111 service? – 81.4% (-5.9%)
- If called back the advice and guidance given by that person who called me back was useful – 73.5% (-6.3%)

## Areas to keep under review are:

- How helpful was the advice given by the 111 service? 78.9% (-3.7%)
- The advice I was given by the 111 service worked well in practice 72.8% (-3.8%)
- The 111 service helped me to make contact with the right health service 75.8% (-3.6%)
- The treatment I received at the health service I was referred to was good 74.3 (-3.3%)
- Using the 111 service reassured me 72.4% (-3.8%).

## CCG data

The CCG data shows that overall across all CCGs, six questions scored above the 80% benchmark, whilst nine scored below the 80% benchmark. These areas to keep under review are:

- The 111 service dealt with my problem quickly 65%
- Thinking of the 111 service we provide. Overall how was your experience of the service? 65%
- Using the 111 service reassured me 72%
- The 111 service helped me to make contact with the right health service 76%
- The advice I was given by the 111 service worked well in practice 73%
- How helpful was the advice given by the 111 service? 79%
- The treatment I received at the health service I was referred to was good 74%
- I was confident of the ability of the person managing my call 78%
- If called back the advice and guidance given by the person who called me back was useful 73%.

All CCG areas scored below 75% for one or more indicator. There were two indicators that scored below 75% across all CCGs, these were:

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

One indicator scored below 75% in all but one CCG:

- The advice I was given by the 111 service worked well in practice.

There were three indicators that scored above the 80% benchmark across all CCGs, these were:

- The person managing my call treated me with dignity and respect
- Did you follow the advice given by the 111 service?
- Are you clear about when to use the 111 service instead of another service?

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 (7 responses, 1.5%) and as such, was not considered to be representative and not included in this analysis.

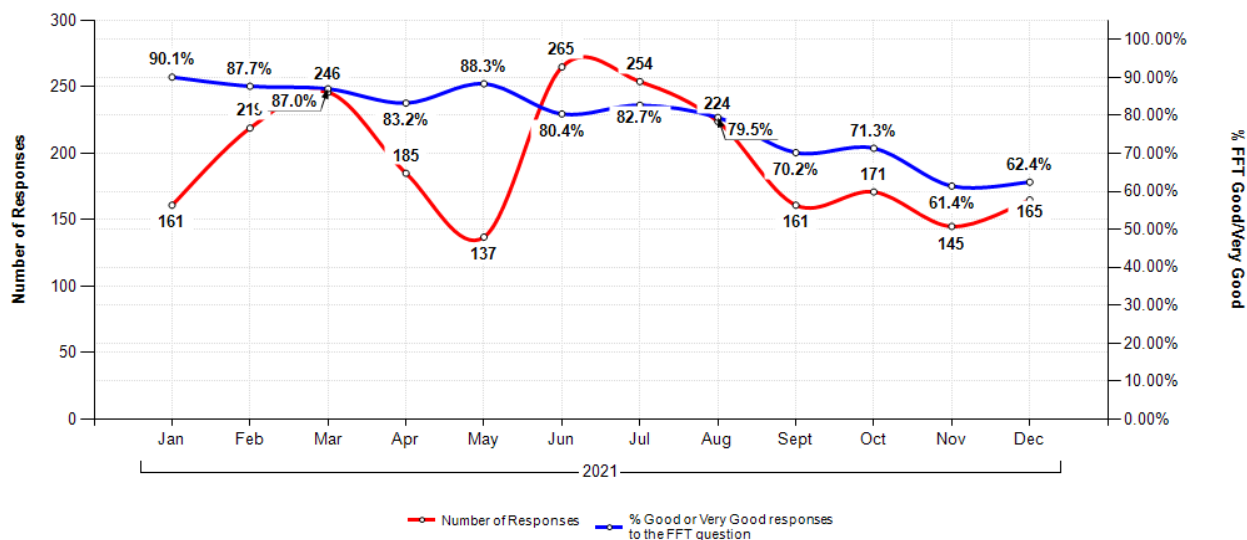
The main question asked was “Thinking of the 111 service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (65.3.0%, -2.7 from the last quarter). The least satisfied groups of people included BAME (37.5%), under 25s (48.1%), 25 to 44 (57.1%), and Atheist/no faith (59.8%). The positive rating was higher for people aged 85+ (80.4%), Christians (74.2%) and Non-Christians (80.0%). For other survey questions, the following is evident:

- **Gender** – 27.7% of respondents were men and 54.1% women. There is no significant difference in responses based on gender. This is true for all questions.
- **Age** – Under 25s represented 5.6% of respondents, 25-44 14.6%, 45-64 23.9%, 65-84 31.0% and 85+ 6.7%. Under 25s had significantly lower satisfaction rates across seven indicators (-5 from the last quarter). People aged 25-44 had significantly lower satisfaction rates across eleven indicators: helpfulness of advice (71.4%, average 84.8%), speed service dealt with problem (52.2%, average 64.4%), advice working well in practice (58.0%, average 74.9%), reassurance (60.9%, average 73.3%), helpfulness of call handler (73.5%, average 84.1%), confidence in call handler (65.2%, average 79.9%), dignity and respect (82.6%, average 88.9%), usefulness of call back (57.4%, average 70.5%), help to contact right service (62.9%, average 79.2%), receiving good treatment at referral service (61.4%, average 75.7%). They were also less likely to use the service again for future similar problems. People aged 85+ had higher satisfaction rates across thirteen indicators: helpfulness of advice (100.0%, average 84.8%), speed service dealt with problem (80.6%, average 64.4%), advice working well in practice (93.9%, average 74.9%), reassurance (87.9%, average 73.3%), helpfulness of call handler (96.9%, average 84.1%), confidence in call handler (93.8%, average 79.9%), kindness and compassion (93.8%, average 84.5%), dignity and respect (100.0%, average 88.9%), usefulness of call back (88.2%, average 70.5%), help to contact right service (90.3%, average 79.2%), receiving good treatment at referral service (85.7%, average 75.7%). They were also more likely to use the service again for future similar problems.
- **Ethnicity** – BAME people represented 3.3% of, white other 1.5%. BAME respondents had significantly lower satisfaction ratings across thirteen indicators (+1 from the last quarter): helpfulness of advice (62.5%, average 84.8%), speed service dealt with problem (40.0%, average 64.4%), advice working well in practice (40.0%, average 74.9%), reassurance (53.3%, average 73.3%), helpfulness of call handler (60.0%, average 84.1%), confidence in call handler (53.3%, average 79.9%), kindness and compassion (53.3%, average 84.5%), dignity and respect (66.7%, average 88.9%), usefulness of call back (54.5%, average 70.5%), help to contact right service (53.3%, average 79.2%), receiving good treatment at referral service (66.7%, average 75.7%). They were also less likely to use the service again for future similar problems.
- **Disability** – 36.0% 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 and consistent with the last quarter.

- Faith** – 49.1% of respondents identified as Christian, 23.3% Atheist/no faith and 4.2% non-Christian faiths. Atheist/no faith rated the service lower across nine indicators: helpfulness of advice (78.4%, average 84.8%), advice working well in practice (63.9%, average 74.9%), reassurance (65.1%, average 73.3%), helpfulness of call handler (76.1%, average 84.1%), confidence in call handler (70.6%, average 79.9%), kindness and compassion (77.1%, average 84.5%), dignity and respect (82.4%, average 88.9%), usefulness of call back (60.5%, average 70.5%), receiving good treatment at referral service (66.4%, average 75.7%). Non-Christians had higher satisfaction rates across five indicators. Christians had higher satisfaction rates across seven indicators: speed service dealt with problem (70.0%, average 64.4%), advice working well in practice (83.1%, average 74.9%), reassurance (81.5%, average 73.3%), confidence in call handler (85.6%, average 79.9%), kindness and compassion (90.1%, average 84.5%), dignity and respect (93.6%, average 88.9%), help to contact right service (84.8%, average 79.2%).
- Sexual Orientation** – 2.5% of respondents identified as LGB. LGB people rated the service significantly lower across six indicators: reassurance (83.3%, average 73.3%), helpfulness of call handler (91.7%, average 84.1%), confidence in call handler (91.7%, average 79.9%), kindness and compassion (90.9%, average 84.5%), usefulness of call back (90.0%, average 70.5%), receiving good treatment at referral service (91.7%, average 75.7%). They were also more likely to use the service again for future similar problems. This is a significant improvement from the last quarter.

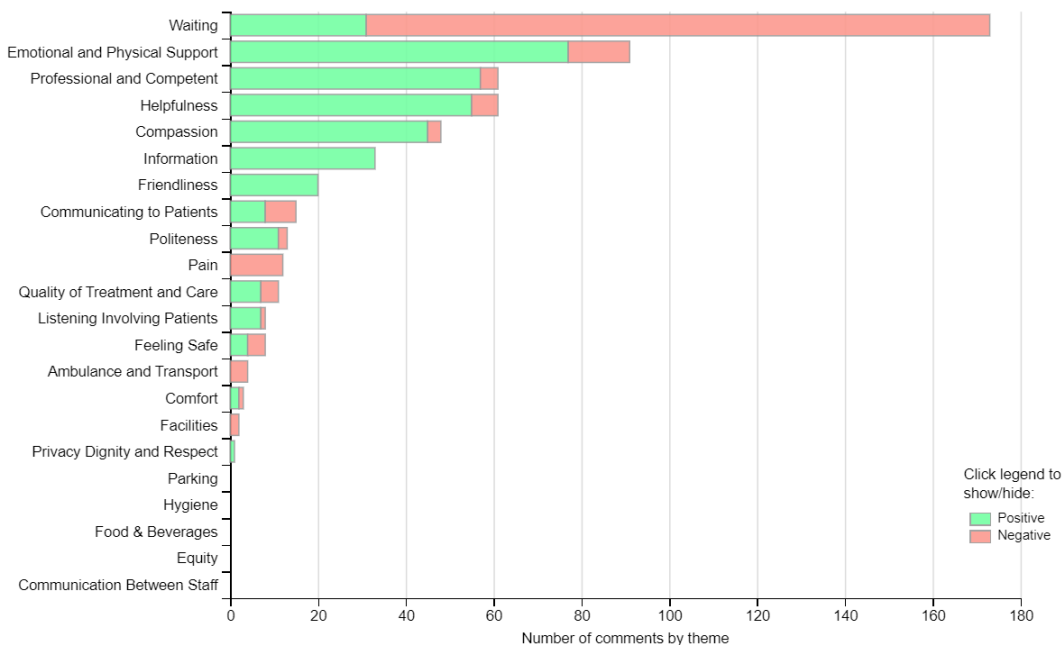
# Survey trend graph

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: 01/10/2021  
 End Date: 31/12/2021

## 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
<b>Resource CCG Score</b>	487	65	79	91	65	73	76	74	72	81	78	82	85	73	96	81	78
<b>Benchmark</b>		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham CCG	100	73	82	90	66	78	82	79	75	81	81	86	86	75	98	84	81
NHS Newcastle Gateshead CCG	74	62	81	93	68	70	73	76	73	83	78	82	84	76	97	84	79
NHS North Tyneside CCG	25	64	80	91	69	74	74	78	82	85	82	84	90	79	97	82	80
NHS Northumberland CCG	46	59	79	87	58	73	72	76	68	76	74	78	81	74	97	80	75
NHS South Tyneside CCG	19	68	76	84	69	73	75	75	70	80	77	78	82	67	97	80	77
NHS Sunderland CCG	48	66	80	91	70	74	80	78	76	82	82	84	87	77	99	83	80
NHS Tees Valley CCG	95	69	77	92	68	72	73	71	72	79	78	81	85	74	92	77	77
No CCG	80	58	76	91	56	69	73	66	67	80	77	81	83	67	94	81	74

**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	65.3%	68.4%	68.8%	48.1%	57.1%	67.8%	73.8%	90.6%	37.5%	69.2%	85.7%	68.2%	71.9%	59.8%	74.2%	80.0%	70.7%	66.7%
	Negative	20.2%	18.0%	16.9%	22.2%	32.9%	16.5%	13.4%	3.1%	50.0%	16.6%	14.3%	15.6%	16.1%	23.2%	13.6%	10.0%	17.0%	0.0%
	Total	481	133	260	27	70	115	149	32	16	373	7	173	192	112	236	20	335	12
How helpful was the advice given by the 111 service? (please tick one only)	Very helpful	61.1%	61.5%	65.6%	46.2%	51.4%	66.1%	68.7%	80.0%	37.5%	64.4%	85.7%	63.2%	67.0%	58.6%	67.6%	70.0%	65.6%	75.0%
	Quite helpful	23.7%	23.7%	20.3%	30.8%	20.0%	20.0%	21.3%	20.0%	25.0%	21.3%	14.3%	23.6%	19.9%	19.8%	22.7%	15.0%	19.9%	16.7%
	Not very helpful	6.6%	6.7%	6.6%	11.5%	14.3%	6.1%	4.0%	0.0%	0.0%	7.0%	0.0%	5.7%	6.3%	9.9%	5.0%	5.0%	6.5%	8.3%
	Not helpful at all	8.7%	8.1%	7.4%	11.5%	14.3%	7.8%	6.0%	0.0%	37.5%	7.3%	0.0%	7.5%	6.8%	11.7%	4.6%	10.0%	8.0%	0.0%
Total	427	135	256	26	70	115	150	30	16	371	7	174	191	111	238	20	337	12	
Did you follow the advice given by the 111 service? (please tick one only)	Yes all of it	86.3%	87.9%	86.3%	88.5%	74.3%	90.4%	87.3%	100.0%	81.3%	86.9%	85.7%	86.8%	87.7%	81.8%	89.4%	90.0%	86.7%	91.7%
	Yes some of it	9.0%	6.8%	9.4%	7.7%	14.3%	6.1%	9.3%	0.0%	18.8%	7.9%	14.3%	9.2%	7.5%	9.1%	7.7%	10.0%	8.7%	8.3%
	No none of it	4.7%	5.3%	4.3%	3.8%	11.4%	3.5%	3.3%	0.0%	0.0%	5.2%	0.0%	4.0%	4.8%	9.1%	3.0%	0.0%	4.5%	0.0%
	Total	422	132	255	26	70	114	150	28	16	367	7	174	187	110	235	20	332	12
If you did not follow the advice why was this? (please tick one only)	I did not agree with the advice	7.8%	14.6%	4.9%	7.1%	4.3%	11.4%	4.8%	28.6%	0.0%	8.8%	0.0%	8.9%	8.3%	10.0%	7.3%	0.0%	9.2%	0.0%
	I did not understand the advice	1.4%	0.0%	2.4%	0.0%	0.0%	0.0%	4.8%	14.3%	0.0%	1.8%	0.0%	4.4%	0.0%	2.0%	1.8%	0.0%	1.0%	0.0%
	I tried to follow the advice but it did not work	8.5%	7.3%	9.8%	7.1%	8.7%	14.3%	4.8%	0.0%	11.1%	8.8%	0.0%	8.9%	9.7%	4.0%	9.1%	11.1%	10.2%	0.0%
	I was unable to follow the advice	10.6%	4.9%	12.2%	0.0%	10.9%	14.3%	9.5%	0.0%	0.0%	10.5%	0.0%	17.8%	5.6%	10.0%	7.3%	22.2%	9.2%	14.3%
	Other	71.6%	73.2%	70.7%	85.7%	76.1%	60.0%	76.2%	57.1%	88.9%	70.2%	100.0%	60.0%	76.4%	74.0%	74.5%	66.7%	70.4%	85.7%
	Total	141	41	82	14	46	35	21	7	9	114	4	45	72	50	55	9	98	7



As a result of calling the 111 service and the advice / care given was your: (please tick one only)	Problem resolved	41.3%	36.6%	45.5%	30.8%	30.0%	38.6%	49.3%	57.6%	40.0%	41.3%	71.4%	39.4%	44.7%	34.5%	45.3%	45.0%	40.7%	66.7%
	Problem improved	27.7%	32.8%	25.3%	30.8%	27.1%	23.7%	29.9%	33.3%	13.3%	28.8%	14.3%	32.9%	25.3%	24.5%	33.2%	10.0%	29.8%	25.0%
	Problem remained the same	24.8%	24.6%	24.5%	30.8%	32.9%	30.7%	18.8%	9.1%	33.3%	24.5%	14.3%	22.9%	25.3%	33.6%	17.7%	40.0%	23.7%	8.3%
	Problem worsened	6.2%	6.0%	4.7%	7.7%	10.0%	7.0%	2.1%	0.0%	13.3%	5.4%	0.0%	4.7%	4.7%	7.3%	3.9%	5.0%	5.8%	0.0%
	<b>Total</b>	<b>419</b>	<b>134</b>	<b>253</b>	<b>26</b>	<b>70</b>	<b>114</b>	<b>144</b>	<b>33</b>	<b>15</b>	<b>368</b>	<b>7</b>	<b>170</b>	<b>190</b>	<b>110</b>	<b>232</b>	<b>20</b>	<b>329</b>	<b>12</b>
The 111 service dealt with my problem quickly	Strongly agree	34.2%	32.8%	35.7%	23.1%	27.5%	36.3%	38.7%	32.3%	26.7%	34.9%	14.3%	32.4%	36.1%	34.9%	35.0%	31.6%	34.8%	33.3%
	Agree	30.2%	29.9%	31.4%	26.9%	24.6%	24.8%	35.3%	48.4%	13.3%	30.8%	42.9%	33.5%	30.9%	22.9%	35.0%	36.8%	32.1%	33.3%
	Neither agree or disagree	11.1%	14.9%	9.4%	3.8%	10.1%	15.0%	10.7%	9.7%	6.7%	11.4%	14.3%	9.8%	11.0%	12.8%	11.0%	5.3%	11.4%	16.7%
	Disagree	10.1%	9.0%	10.6%	15.4%	11.6%	11.5%	7.3%	6.5%	20.0%	9.7%	14.3%	10.4%	9.9%	11.9%	8.0%	15.8%	9.3%	0.0%
	Strongly disagree	14.4%	13.4%	12.9%	30.8%	26.1%	12.4%	8.0%	3.2%	33.3%	13.2%	14.3%	13.9%	12.0%	17.4%	11.0%	10.5%	12.3%	16.7%
	<b>Total</b>	<b>404</b>	<b>134</b>	<b>255</b>	<b>26</b>	<b>69</b>	<b>113</b>	<b>150</b>	<b>31</b>	<b>15</b>	<b>370</b>	<b>7</b>	<b>173</b>	<b>191</b>	<b>109</b>	<b>237</b>	<b>19</b>	<b>333</b>	<b>12</b>
The advice I was given by the 111 service worked well in practice	Strongly agree	36.7%	42.0%	34.6%	26.9%	24.6%	39.3%	42.6%	39.4%	33.3%	36.9%	28.6%	36.0%	37.9%	35.2%	36.9%	42.1%	37.3%	50.0%
	Agree	38.2%	35.1%	40.5%	34.6%	33.3%	34.8%	40.5%	54.5%	6.7%	39.3%	57.1%	41.3%	39.5%	28.7%	46.2%	36.8%	38.9%	25.0%
	Neither agree or disagree	12.7%	13.7%	11.7%	23.1%	23.2%	12.5%	7.4%	3.0%	26.7%	11.9%	14.3%	10.5%	13.2%	19.4%	8.9%	10.5%	12.0%	25.0%
	Disagree	4.5%	3.1%	5.1%	7.7%	7.2%	5.4%	2.7%	0.0%	6.7%	4.3%	0.0%	2.9%	4.7%	5.6%	3.0%	0.0%	4.5%	0.0%
	Strongly disagree	7.9%	6.1%	8.2%	7.7%	11.6%	8.0%	6.8%	3.0%	26.7%	7.6%	0.0%	9.3%	4.7%	11.1%	5.1%	10.5%	7.2%	0.0%
	<b>Total</b>	<b>403</b>	<b>131</b>	<b>257</b>	<b>26</b>	<b>69</b>	<b>112</b>	<b>148</b>	<b>33</b>	<b>15</b>	<b>369</b>	<b>7</b>	<b>172</b>	<b>190</b>	<b>108</b>	<b>236</b>	<b>19</b>	<b>332</b>	<b>12</b>
The 111 service helped me to make contact with the right health service	Strongly agree	45.6%	48.5%	45.6%	34.6%	37.1%	50.4%	49.3%	48.4%	33.3%	46.8%	28.6%	45.8%	47.9%	43.1%	48.5%	47.4%	46.8%	58.3%
	Agree	33.6%	33.3%	33.3%	46.2%	25.7%	29.2%	36.1%	41.9%	20.0%	33.4%	57.1%	34.5%	34.2%	29.4%	36.4%	36.8%	32.4%	25.0%
	Neither agree or disagree	7.5%	9.8%	6.3%	3.8%	14.3%	7.1%	6.3%	6.5%	20.0%	7.1%	14.3%	6.0%	8.4%	9.2%	5.6%	10.5%	7.6%	8.3%
	Disagree	4.8%	1.5%	6.0%	7.7%	5.7%	6.2%	2.8%	0.0%	6.7%	4.4%	0.0%	5.4%	2.6%	7.3%	3.0%	0.0%	4.6%	8.3%
	Strongly disagree	8.5%	6.8%	8.7%	7.7%	17.1%	7.1%	5.6%	3.2%	20.0%	8.2%	0.0%	8.3%	6.8%	11.0%	6.5%	5.3%	8.6%	0.0%
	<b>Total</b>	<b>399</b>	<b>132</b>	<b>252</b>	<b>26</b>	<b>70</b>	<b>113</b>	<b>144</b>	<b>31</b>	<b>15</b>	<b>365</b>	<b>7</b>	<b>168</b>	<b>190</b>	<b>109</b>	<b>231</b>	<b>19</b>	<b>327</b>	<b>12</b>
The treatment I received at the health service I was referred to was good	Strongly agree	42.8%	45.5%	42.3%	34.6%	34.3%	47.8%	46.2%	46.4%	53.3%	42.9%	28.6%	40.7%	45.7%	41.1%	43.0%	47.4%	44.1%	58.3%
	Agree	32.9%	32.6%	33.9%	26.9%	27.1%	30.1%	38.5%	39.3%	13.3%	33.8%	42.9%	38.3%	30.3%	25.2%	38.3%	42.1%	32.1%	33.3%
	Neither agree or disagree	10.1%	12.9%	7.7%	7.7%	12.9%	9.7%	7.0%	14.3%	6.7%	9.4%	14.3%	9.0%	9.0%	11.2%	9.1%	5.3%	9.6%	8.3%
	Disagree	7.1%	3.8%	8.9%	19.2%	10.0%	8.0%	4.2%	0.0%	6.7%	6.9%	14.3%	5.4%	8.5%	12.1%	4.3%	0.0%	7.1%	0.0%

	Strongly disagree	7.1%	5.3%	7.3%	11.5%	15.7%	4.4%	4.2%	0.0%	20.0%	6.9%	0.0%	6.6%	6.4%	10.3%	5.2%	5.3%	7.1%	0.0%
	Total	395	132	248	26	70	113	143	28	15	361	7	167	188	107	230	19	324	12
Using the 111 service reassured me	Strongly agree	40.0%	43.5%	39.4%	34.6%	30.4%	42.0%	42.8%	51.5%	26.7%	40.7%	42.9%	38.8%	43.9%	37.6%	43.1%	42.1%	41.2%	58.3%
	Agree	33.3%	29.0%	35.8%	26.9%	30.4%	27.7%	40.0%	36.4%	26.7%	33.6%	42.9%	36.5%	32.3%	27.5%	38.4%	36.8%	35.7%	25.0%
	Neither agree or disagree	11.8%	10.7%	11.8%	23.1%	13.0%	14.3%	7.6%	6.1%	6.7%	11.2%	14.3%	8.8%	12.2%	15.6%	9.1%	0.0%	10.1%	8.3%
	Disagree	6.3%	6.1%	6.3%	3.8%	11.6%	6.3%	4.1%	3.0%	6.7%	6.3%	0.0%	8.2%	4.2%	8.3%	4.3%	10.5%	5.2%	8.3%
	Strongly disagree	8.8%	10.7%	6.7%	11.5%	14.5%	9.8%	5.5%	3.0%	33.3%	8.2%	0.0%	7.6%	7.4%	11.0%	5.2%	10.5%	7.9%	0.0%
	Total	400	131	254	26	69	112	145	33	15	366	7	170	189	109	232	19	328	12
The person managing my call was helpful	Strongly agree	50.4%	52.3%	49.6%	44.0%	39.7%	55.4%	53.0%	53.1%	46.7%	50.7%	42.9%	46.2%	55.3%	45.9%	52.3%	72.2%	51.2%	75.0%
	Agree	33.7%	34.1%	33.9%	32.0%	33.8%	31.3%	32.9%	43.8%	13.3%	33.8%	57.1%	37.0%	33.0%	30.3%	36.6%	22.2%	33.0%	16.7%
	Neither agree or disagree	7.7%	6.8%	8.3%	12.0%	10.3%	6.3%	8.1%	3.1%	20.0%	7.4%	0.0%	8.1%	5.3%	11.9%	6.0%	0.0%	8.2%	0.0%
	Disagree	4.2%	3.8%	4.3%	12.0%	11.8%	1.8%	1.3%	0.0%	13.3%	4.1%	0.0%	5.2%	2.7%	7.3%	1.7%	0.0%	3.9%	8.3%
	Strongly disagree	4.0%	3.0%	3.9%	0.0%	4.4%	5.4%	4.7%	0.0%	6.7%	4.1%	0.0%	3.5%	3.7%	4.6%	3.4%	5.6%	3.6%	0.0%
	Total	401	132	254	25	68	112	149	32	15	367	7	173	188	109	235	18	330	12
I was confident of the ability of the person managing my call	Strongly agree	47.4%	47.4%	47.1%	42.3%	36.2%	50.4%	52.3%	40.6%	33.3%	47.7%	42.9%	43.4%	51.3%	40.4%	49.6%	63.2%	48.9%	66.7%
	Agree	32.5%	33.1%	32.9%	34.6%	29.0%	31.0%	30.2%	53.1%	20.0%	32.5%	57.1%	35.8%	31.4%	30.3%	36.0%	21.1%	31.2%	25.0%
	Neither agree or disagree	11.2%	11.3%	11.4%	7.7%	17.4%	12.4%	9.4%	6.3%	20.0%	11.1%	0.0%	12.1%	9.4%	16.5%	9.7%	5.3%	11.1%	0.0%
	Disagree	4.5%	5.3%	4.3%	11.5%	10.1%	2.7%	3.4%	0.0%	13.3%	4.3%	0.0%	4.6%	4.2%	7.3%	1.3%	5.3%	4.8%	0.0%
	Strongly disagree	4.5%	3.0%	4.3%	3.8%	7.2%	3.5%	4.7%	0.0%	13.3%	4.3%	0.0%	4.0%	3.7%	5.5%	3.4%	5.3%	3.9%	8.3%
	Total	403	133	255	26	69	113	149	32	15	369	7	173	191	109	236	19	333	12
The person managing my call was kind and compassionate	Strongly agree	51.3%	51.1%	50.8%	30.8%	44.9%	58.0%	54.1%	43.8%	33.3%	51.4%	57.1%	45.9%	56.3%	47.7%	53.2%	57.9%	52.1%	63.6%
	Agree	33.2%	33.1%	34.5%	46.2%	33.3%	26.8%	33.6%	50.0%	20.0%	34.2%	42.9%	39.4%	30.0%	29.4%	36.9%	26.3%	33.3%	27.3%
	Neither agree or disagree	11.1%	13.5%	9.5%	7.7%	15.9%	10.7%	10.3%	6.3%	40.0%	10.1%	0.0%	10.6%	8.9%	16.5%	6.9%	10.5%	10.6%	9.1%
	Disagree	2.5%	1.5%	2.8%	15.4%	1.4%	0.9%	1.4%	0.0%	6.7%	2.2%	0.0%	1.2%	3.2%	3.7%	1.3%	0.0%	1.8%	0.0%
	Strongly disagree	2.0%	0.8%	2.4%	0.0%	4.3%	3.6%	0.7%	0.0%	0.0%	2.2%	0.0%	2.9%	1.6%	2.8%	1.7%	5.3%	2.1%	0.0%
	Total	398	133	252	26	69	112	146	32	15	366	7	170	190	109	233	19	330	11
	Strongly agree	54.6%	56.8%	53.4%	30.8%	50.7%	61.1%	55.5%	53.1%	33.3%	55.2%	57.1%	49.1%	60.5%	50.0%	56.2%	65.0%	55.9%	66.7%

The person managing my call treated me with dignity and respect	Agree	34.3%	34.8%	34.8%	53.8%	31.9%	26.5%	36.3%	46.9%	33.3%	34.2%	42.9%	40.4%	30.5%	32.4%	37.3%	25.0%	33.5%	25.0%
	Neither agree or disagree	7.5%	6.1%	8.3%	0.0%	14.5%	8.8%	6.2%	0.0%	20.0%	7.4%	0.0%	8.2%	4.2%	12.0%	4.7%	5.0%	6.9%	8.3%
	Disagree	2.5%	2.3%	2.4%	15.4%	1.4%	1.8%	1.4%	0.0%	13.3%	2.2%	0.0%	1.2%	3.7%	4.6%	0.4%	5.0%	2.4%	0.0%
	Strongly disagree	1.0%	0.0%	1.2%	0.0%	1.4%	1.8%	0.7%	0.0%	0.0%	1.1%	0.0%	1.2%	1.1%	0.9%	1.3%	0.0%	1.2%	0.0%
	<b>Total</b>	<b>399</b>	<b>132</b>	<b>253</b>	<b>26</b>	<b>69</b>	<b>113</b>	<b>146</b>	<b>32</b>	<b>15</b>	<b>366</b>	<b>7</b>	<b>171</b>	<b>190</b>	<b>108</b>	<b>233</b>	<b>20</b>	<b>331</b>	<b>12</b>
If called back the advice and guidance given by that person who called me back was useful	Strongly agree	38.5%	41.5%	37.1%	36.4%	26.2%	41.8%	43.3%	35.3%	45.5%	37.6%	50.0%	42.6%	34.6%	30.9%	39.8%	66.7%	38.5%	50.0%
	Agree	32.0%	29.8%	34.4%	31.8%	31.1%	24.2%	38.9%	52.9%	9.1%	33.5%	33.3%	34.1%	33.1%	29.6%	37.3%	13.3%	30.1%	40.0%
	Neither agree or disagree	20.6%	20.2%	21.0%	22.7%	29.5%	23.1%	12.2%	11.8%	27.3%	20.7%	0.0%	14.0%	25.0%	25.9%	17.5%	13.3%	22.6%	10.0%
	Disagree	2.7%	4.3%	2.2%	4.5%	4.9%	2.2%	2.2%	0.0%	0.0%	3.0%	0.0%	2.3%	3.7%	3.7%	0.6%	6.7%	2.9%	0.0%
	Strongly disagree	6.2%	4.3%	5.4%	4.5%	8.2%	8.8%	3.3%	0.0%	18.2%	5.3%	16.7%	7.0%	3.7%	9.9%	4.8%	0.0%	5.9%	0.0%
	<b>Total</b>	<b>291</b>	<b>94</b>	<b>186</b>	<b>22</b>	<b>61</b>	<b>91</b>	<b>90</b>	<b>17</b>	<b>11</b>	<b>266</b>	<b>6</b>	<b>129</b>	<b>136</b>	<b>81</b>	<b>166</b>	<b>15</b>	<b>239</b>	<b>10</b>
How did you hear about the 111 telephone service? (please tick all that apply)	Media (TV radio newspaper etc.)	34.1%	43.9%	29.3%	8.0%	16.4%	31.5%	44.6%	60.0%	38.5%	34.6%	0.0%	34.5%	33.7%	28.0%	38.8%	33.3%	37.5%	8.3%
	Leaflet	4.7%	5.3%	4.4%	0.0%	1.5%	0.9%	8.8%	10.0%	0.0%	4.9%	0.0%	4.1%	5.4%	3.7%	5.6%	0.0%	5.0%	0.0%
	Friend/relative	16.0%	20.5%	14.1%	28.0%	17.9%	14.4%	15.5%	13.3%	7.7%	16.5%	14.3%	17.5%	15.2%	13.1%	18.5%	5.6%	18.0%	8.3%
	Health service telephone message	10.9%	6.8%	13.3%	8.0%	6.0%	9.0%	15.5%	6.7%	0.0%	11.0%	28.6%	10.5%	12.0%	4.7%	12.9%	16.7%	10.2%	16.7%
	Online (computer laptop etc.)	9.3%	11.4%	8.4%	8.0%	11.9%	10.8%	9.5%	0.0%	0.0%	9.6%	14.3%	9.4%	9.8%	9.3%	9.1%	16.7%	9.6%	33.3%
	Other healthcare provider (e.g. GP)	24.0%	16.7%	27.3%	36.0%	17.9%	25.2%	25.0%	13.3%	15.4%	24.2%	14.3%	25.1%	22.3%	26.2%	24.6%	11.1%	22.6%	25.0%
	Local/regional event	0.8%	0.0%	1.2%	0.0%	1.5%	0.9%	0.7%	0.0%	0.0%	0.8%	0.0%	1.2%	0.5%	0.9%	0.9%	0.0%	0.9%	0.0%
	Other	15.0%	12.1%	16.1%	12.0%	26.9%	18.9%	6.8%	10.0%	38.5%	14.0%	28.6%	12.3%	15.8%	16.8%	11.6%	27.8%	13.0%	8.3%
	<b>Total</b>	<b>387</b>	<b>132</b>	<b>249</b>	<b>25</b>	<b>67</b>	<b>111</b>	<b>148</b>	<b>30</b>	<b>13</b>	<b>364</b>	<b>7</b>	<b>171</b>	<b>184</b>	<b>107</b>	<b>232</b>	<b>18</b>	<b>323</b>	<b>12</b>
Are you clear about when to use the 111 service instead of another service?	Yes	94.4%	91.9%	96.0%	92.6%	92.6%	94.7%	96.6%	90.0%	92.9%	94.3%	100.0%	95.9%	94.2%	93.7%	94.8%	100.0%	93.9%	100.0%
	No	2.0%	2.2%	1.6%	0.0%	2.9%	0.0%	2.0%	6.7%	7.1%	1.9%	0.0%	1.2%	1.0%	1.8%	1.7%	0.0%	1.8%	0.0%
	Not sure	3.6%	5.9%	2.4%	7.4%	4.4%	5.3%	1.4%	3.3%	0.0%	3.8%	0.0%	3.0%	4.7%	4.5%	3.4%	0.0%	4.3%	0.0%
	<b>Total</b>	<b>393</b>	<b>135</b>	<b>251</b>	<b>27</b>	<b>68</b>	<b>114</b>	<b>147</b>	<b>30</b>	<b>14</b>	<b>368</b>	<b>7</b>	<b>169</b>	<b>191</b>	<b>111</b>	<b>232</b>	<b>19</b>	<b>328</b>	<b>12</b>
If you faced a similar health	Yes	76.6%	74.8%	78.9%	77.8%	65.7%	77.4%	78.4%	93.5%	50.0%	78.2%	71.4%	79.1%	77.6%	75.9%	80.9%	78.9%	76.6%	100.0%
	No	13.9%	15.6%	12.5%	14.8%	18.6%	14.8%	12.8%	0.0%	31.3%	13.2%	14.3%	13.4%	12.0%	16.1%	10.6%	15.8%	13.8%	0.0%

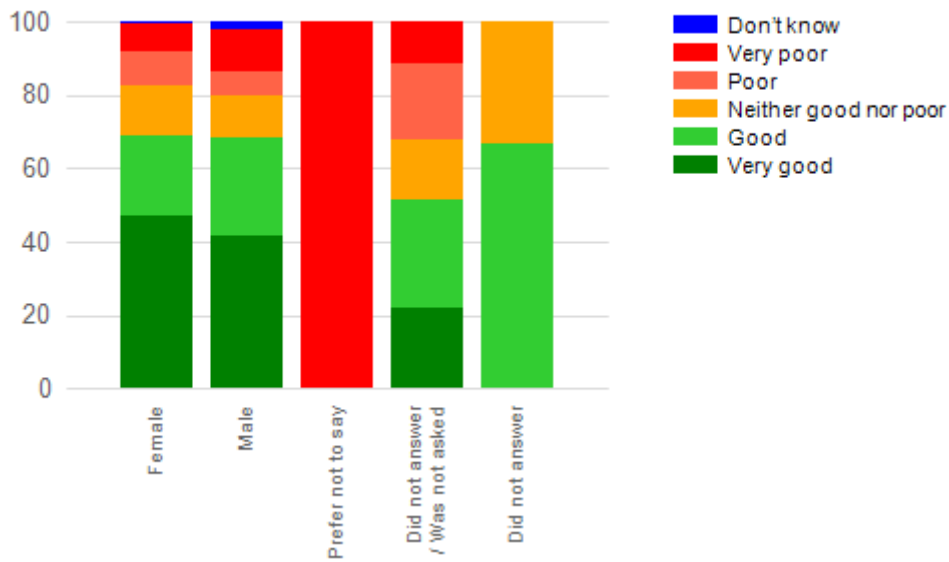
problem in the future would you call the 111 service?	Not sure	9.6%	9.6%	8.6%	7.4%	15.7%	7.8%	8.8%	6.5%	18.8%	8.6%	14.3%	7.6%	10.4%	8.0%	8.5%	5.3%	9.6%	0.0%
	Total	397	135	256	27	70	115	148	31	16	371	7	172	192	112	235	19	334	12
If the 111 service had not been available I would have contacted: (please tick only one)	The ambulance service	22.4%	31.1%	17.9%	14.8%	12.9%	15.0%	32.9%	27.6%	26.7%	22.3%	28.6%	31.8%	12.7%	15.3%	23.4%	36.8%	22.2%	0.0%
	Used A&E service	33.7%	35.6%	33.3%	37.0%	40.0%	34.5%	29.5%	34.5%	26.7%	34.1%	14.3%	31.8%	35.4%	39.6%	32.5%	21.1%	33.1%	58.3%
	Used primary care service (e.g. GP or urgent care centre)	36.0%	22.7%	42.5%	33.3%	31.4%	41.6%	34.9%	34.5%	33.3%	36.3%	42.9%	30.0%	41.8%	32.4%	39.8%	26.3%	36.2%	41.7%
	Used another service	3.6%	7.6%	1.6%	3.7%	10.0%	2.7%	1.4%	3.4%	13.3%	3.0%	14.3%	2.9%	4.8%	3.6%	2.6%	10.5%	4.0%	0.0%
	Used no service	4.4%	3.0%	4.8%	11.1%	5.7%	6.2%	1.4%	0.0%	0.0%	4.4%	0.0%	3.5%	5.3%	9.0%	1.7%	5.3%	4.6%	0.0%
Total	389	132	252	27	70	113	146	29	15	364	7	170	189	111	231	19	329	12	
As a result of using NHS 111, I subsequently used:	The ambulance service	19.7%	23.0%	18.1%	3.7%	8.8%	13.4%	31.8%	32.0%	20.0%	19.9%	14.3%	28.9%	8.5%	10.4%	24.4%	16.7%	20.5%	8.3%
	A&E service	30.6%	26.2%	33.6%	81.5%	27.9%	33.9%	23.3%	8.0%	20.0%	31.4%	14.3%	26.4%	35.2%	38.7%	26.3%	27.8%	29.3%	58.3%
	Primary care service (e.g. GP or urgent care centre)	41.0%	41.0%	40.3%	11.1%	52.9%	42.9%	37.2%	56.0%	26.7%	41.1%	57.1%	35.8%	47.2%	39.6%	43.7%	33.3%	40.4%	33.3%
	Another service	8.7%	9.8%	8.0%	3.7%	10.3%	9.8%	7.8%	4.0%	33.3%	7.6%	14.3%	8.8%	9.1%	11.3%	5.6%	22.2%	9.8%	0.0%
	Total	366	122	238	27	68	112	129	25	15	341	7	159	176	106	213	18	307	12
What is your age?	Under 16	1.5%	0.7%	1.9%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	3.1%	4.4%	0.0%	0.0%	0.9%	0.0%
	16-24	5.2%	2.9%	6.5%	77.8%	0.0%	0.0%	0.0%	0.0%	20.0%	4.5%	14.3%	3.4%	7.8%	14.2%	1.7%	0.0%	5.6%	8.3%
	25-44	17.5%	16.2%	17.6%	0.0%	100.0%	0.0%	0.0%	0.0%	20.0%	16.7%	57.1%	9.0%	26.0%	30.1%	9.6%	25.0%	18.4%	41.7%
	45-64	28.7%	28.7%	28.7%	0.0%	0.0%	100.0%	0.0%	0.0%	20.0%	29.7%	0.0%	25.3%	31.8%	28.3%	29.3%	40.0%	28.8%	50.0%
	65-84	38.2%	39.0%	38.3%	0.0%	0.0%	0.0%	100.0%	0.0%	26.7%	38.5%	28.6%	48.9%	26.6%	19.5%	47.7%	30.0%	38.9%	0.0%
	85+	8.5%	12.5%	6.5%	0.0%	0.0%	0.0%	0.0%	100.0%	6.7%	8.8%	0.0%	12.9%	4.7%	3.5%	11.3%	5.0%	7.1%	0.0%
	Prefer not to say	0.5%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.3%	0.0%	0.6%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%
	Total	401	136	261	27	70	115	153	34	15	377	7	178	192	113	239	20	337	12
How would you describe your gender	Female	65.0%	0.0%	100.0%	81.5%	66.7%	65.2%	65.4%	50.0%	50.0%	65.9%	71.4%	61.2%	67.2%	63.7%	67.9%	65.0%	65.9%	66.7%
	Male	34.0%	100.0%	0.0%	18.5%	31.9%	33.9%	34.6%	50.0%	31.3%	33.9%	28.6%	38.8%	32.3%	35.4%	32.1%	35.0%	33.8%	33.3%
	Prefer not to say	1.0%	0.0%	0.0%	0.0%	1.4%	0.9%	0.0%	0.0%	18.8%	0.3%	0.0%	0.0%	0.5%	0.9%	0.0%	0.0%	0.3%	0.0%
	Total	403	137	262	27	69	115	153	34	16	378	7	178	192	113	240	20	337	12
	White British	94.3%	94.8%	95.0%	85.2%	90.0%	97.4%	96.0%	97.1%	0.0%	100.0%	0.0%	97.2%	92.7%	96.5%	97.1%	70.0%	94.7%	100.0%

What is your ethnic group?	Asian or Asian British	1.2%	0.7%	1.5%	3.7%	2.9%	0.0%	1.3%	0.0%	31.3%	0.0%	0.0%	0.6%	2.1%	0.9%	0.8%	10.0%	1.5%	0.0%
	Black African/Caribbean/Black British	0.2%	0.0%	0.4%	0.0%	0.0%	0.9%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	5.0%	0.3%	0.0%
	Mixed/multiple ethnic group	0.7%	1.5%	0.4%	7.4%	0.0%	0.0%	0.7%	0.0%	18.8%	0.0%	0.0%	1.1%	0.5%	1.8%	0.4%	0.0%	0.9%	0.0%
	White Other	1.7%	1.5%	1.9%	3.7%	5.7%	0.0%	1.3%	0.0%	0.0%	0.0%	100.0%	0.0%	3.7%	0.9%	1.2%	10.0%	1.5%	0.0%
	Other	0.2%	0.7%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	5.0%	0.3%	0.0%
	Prefer not to say	1.5%	0.7%	0.8%	0.0%	0.0%	1.7%	0.7%	2.9%	37.5%	0.0%	0.0%	1.1%	0.0%	0.0%	0.4%	0.0%	0.9%	0.0%
	<b>Total</b>	<b>402</b>	<b>135</b>	<b>262</b>	<b>27</b>	<b>70</b>	<b>115</b>	<b>151</b>	<b>34</b>	<b>16</b>	<b>379</b>	<b>7</b>	<b>178</b>	<b>191</b>	<b>113</b>	<b>241</b>	<b>20</b>	<b>338</b>	<b>12</b>
How would you describe your religion or belief?	Christian	60.6%	57.5%	62.9%	14.8%	33.3%	61.4%	76.0%	81.8%	25.0%	62.2%	50.0%	65.7%	56.4%	0.0%	100.0%	0.0%	61.6%	58.3%
	Hindu	1.0%	0.0%	1.5%	0.0%	0.0%	1.8%	1.3%	0.0%	6.3%	0.8%	0.0%	0.6%	1.6%	0.0%	0.0%	20.0%	1.2%	0.0%
	Muslim	1.0%	1.5%	0.8%	0.0%	4.3%	0.9%	0.0%	0.0%	18.8%	0.0%	16.7%	0.0%	2.1%	0.0%	0.0%	20.0%	0.9%	0.0%
	No religion or belief	28.4%	29.9%	27.8%	77.8%	49.3%	28.1%	14.7%	12.1%	18.8%	29.0%	16.7%	23.6%	34.0%	100.0%	0.0%	0.0%	28.9%	33.3%
	Other	3.0%	3.7%	2.7%	0.0%	2.9%	4.4%	2.7%	3.0%	0.0%	2.9%	16.7%	3.9%	2.7%	0.0%	0.0%	60.0%	2.4%	8.3%
	Prefer not to say	6.0%	7.5%	4.2%	7.4%	10.1%	3.5%	5.3%	3.0%	31.3%	5.1%	0.0%	6.2%	3.2%	0.0%	0.0%	0.0%	5.1%	0.0%
	<b>Total</b>	<b>398</b>	<b>134</b>	<b>259</b>	<b>27</b>	<b>69</b>	<b>114</b>	<b>150</b>	<b>33</b>	<b>16</b>	<b>376</b>	<b>6</b>	<b>178</b>	<b>188</b>	<b>113</b>	<b>241</b>	<b>20</b>	<b>336</b>	<b>12</b>
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	45.5%	50.4%	43.8%	22.2%	22.9%	39.8%	60.4%	69.7%	31.3%	47.3%	0.0%	100.0%	0.0%	38.2%	50.4%	40.0%	45.6%	50.0%
	No	49.4%	45.3%	51.8%	77.8%	71.4%	54.0%	35.4%	27.3%	43.8%	48.4%	100.0%	0.0%	100.0%	58.2%	45.7%	60.0%	50.8%	50.0%
	Prefer not to say	5.1%	4.4%	4.4%	0.0%	5.7%	6.2%	4.2%	3.0%	25.0%	4.4%	0.0%	0.0%	0.0%	3.6%	3.9%	0.0%	3.6%	0.0%
	<b>Total</b>	<b>391</b>	<b>137</b>	<b>249</b>	<b>27</b>	<b>70</b>	<b>113</b>	<b>144</b>	<b>33</b>	<b>16</b>	<b>366</b>	<b>7</b>	<b>178</b>	<b>193</b>	<b>110</b>	<b>232</b>	<b>20</b>	<b>329</b>	<b>12</b>
How would you describe how you think of your sexual orientation?	Heterosexual or straight	88.0%	87.7%	89.2%	81.5%	88.6%	86.6%	92.9%	80.0%	81.3%	88.4%	83.3%	87.2%	90.3%	87.4%	90.0%	88.2%	100.0%	0.0%
	Gay or lesbian	1.8%	2.3%	1.6%	0.0%	5.7%	2.7%	0.0%	0.0%	0.0%	1.9%	0.0%	2.3%	1.6%	2.7%	1.3%	5.9%	0.0%	58.3%
	Bisexual	1.3%	0.8%	1.6%	3.7%	1.4%	2.7%	0.0%	0.0%	0.0%	1.4%	0.0%	1.2%	1.6%	0.9%	1.7%	0.0%	0.0%	41.7%
	Other	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%
	Don't know or not sure	0.3%	0.8%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.6%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	8.3%	8.5%	7.2%	14.8%	2.9%	8.0%	6.4%	20.0%	18.8%	7.7%	16.7%	8.7%	6.5%	8.1%	6.5%	5.9%	0.0%	0.0%
	<b>Total</b>	<b>384</b>	<b>130</b>	<b>249</b>	<b>27</b>	<b>70</b>	<b>112</b>	<b>141</b>	<b>30</b>	<b>16</b>	<b>362</b>	<b>6</b>	<b>172</b>	<b>185</b>	<b>111</b>	<b>230</b>	<b>17</b>	<b>338</b>	<b>12</b>

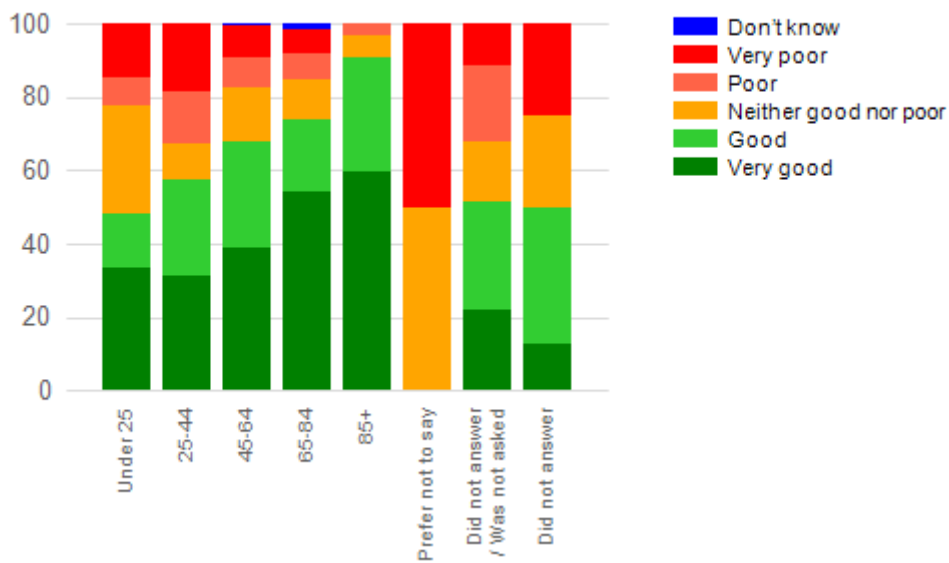
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	55.4%	59.0%	53.4%	80.8%	62.3%	50.4%	51.0%	62.5%	68.8%	54.5%	57.1%	54.3%	55.6%	63.6%	50.2%	47.4%	52.6%	50.0%
	Yes – Great someone may contact you	44.6%	41.0%	46.6%	19.2%	37.7%	49.6%	49.0%	37.5%	31.3%	45.5%	42.9%	45.7%	44.4%	36.4%	49.8%	52.6%	47.4%	50.0%
	Total	390	134	251	26	69	113	145	32	16	365	7	173	187	110	231	19	329	12

# Friends and Family Test Demographic Breakdown Graphs

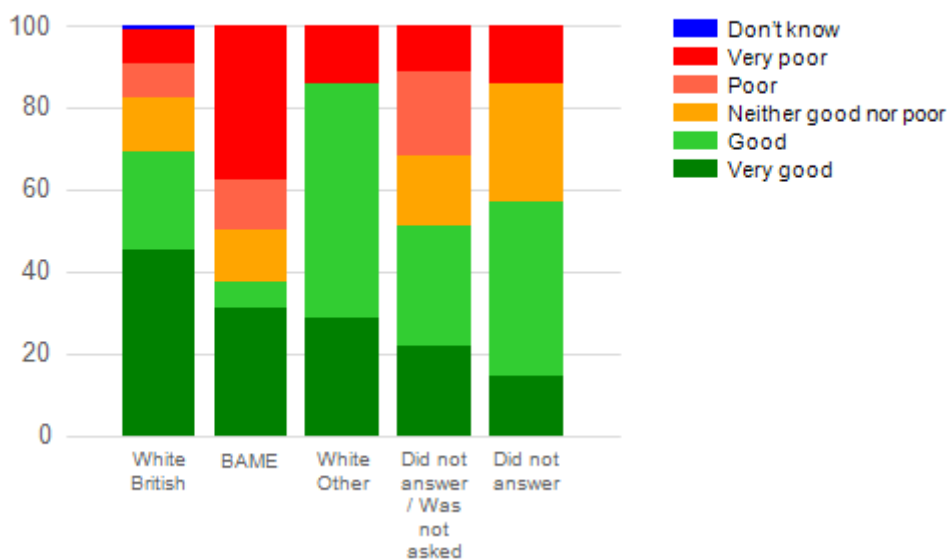
## Gender



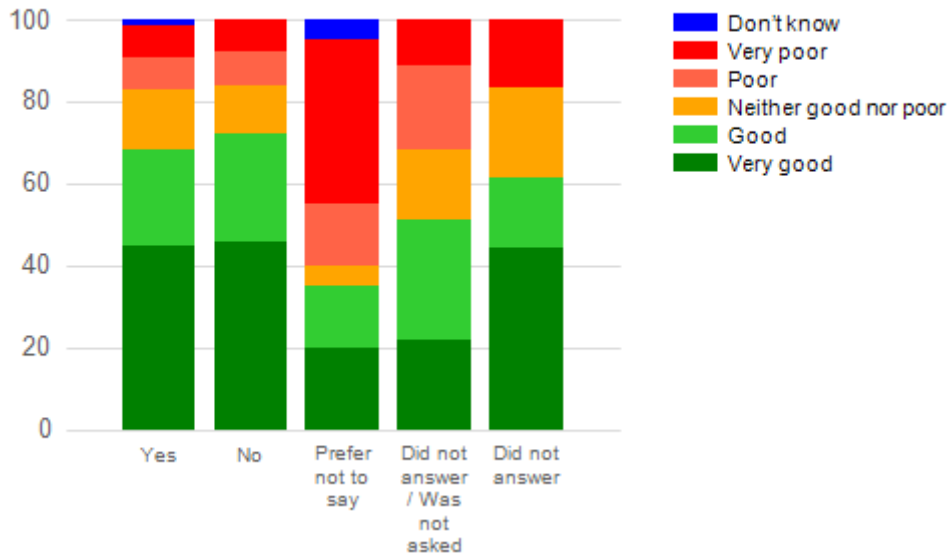
## Age



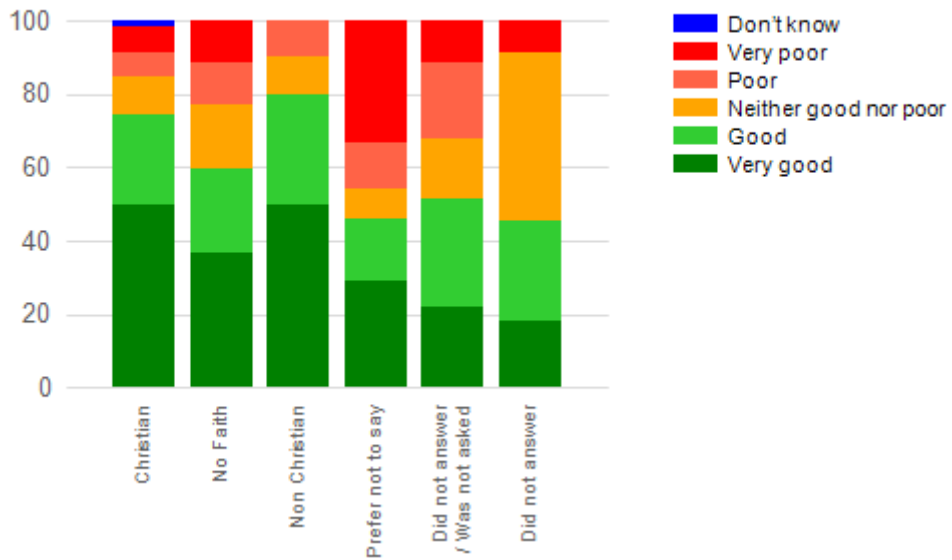
## Ethnicity



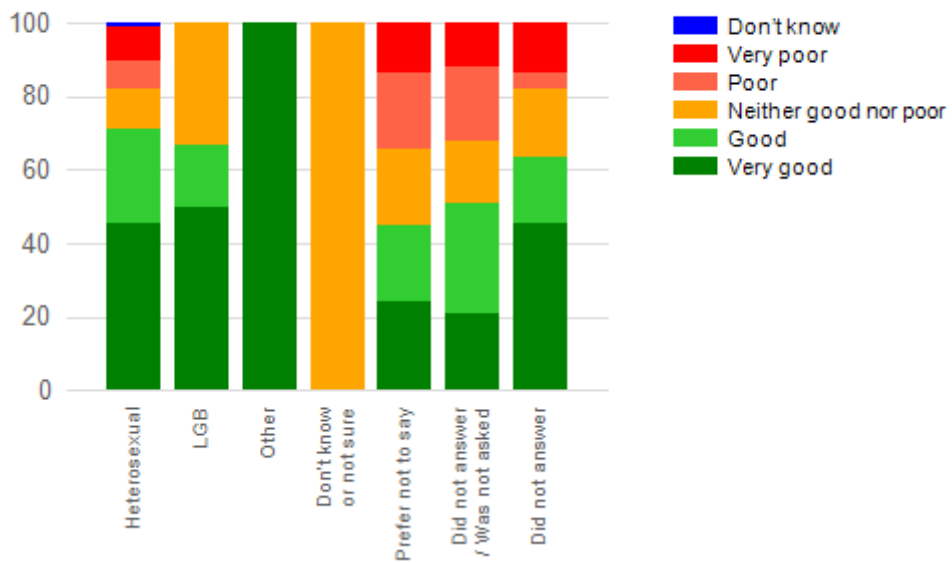
### Disability



### 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	194	40.3%
Good	120	24.9%
Neither good nor poor	66	13.7%
Poor	49	10.2%
Very poor	48	10.0%
Don't know	4	0.8%
<b>Total</b>	<b>481</b>	<b>100%</b>

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

Available Answers	Responses	Score (%)
Very helpful	261	61.1%
Quite helpful	101	23.7%
Not very helpful	28	6.6%
Not helpful at all	37	8.7%
<b>Total</b>	<b>427</b>	<b>100%</b>

**Question 6:** Did you follow the advice given by the 111 service? (please tick one only)

Available Answers	Responses	Score (%)
Yes all of it	364	86.3%
Yes some of it	38	9.0%
No none of it	20	4.7%
<b>Total</b>	<b>422</b>	<b>100%</b>

**Question 9:** The 111 service dealt with my problem quickly

Available Answers	Responses	Score (%)
Strongly agree	138	34.2%
Agree	122	30.2%
Neither agree or disagree	45	11.1%
Disagree	41	10.1%
Strongly disagree	58	14.4%
<b>Total</b>	<b>404</b>	<b>100%</b>

Question 9: The advice I was given by the 111 service worked well in practice		
Available Answers	Responses	Score (%)
Strongly agree	148	36.7%
Agree	154	38.2%
Neither agree or disagree	51	12.7%
Disagree	18	4.5%
Strongly disagree	32	7.9%
<b>Total</b>	<b>403</b>	<b>100%</b>

Question 9: The 111 service helped me to make contact with the right health service		
Available Answers	Responses	Score (%)
Strongly agree	182	45.6%
Agree	134	33.6%
Neither agree or disagree	30	7.5%
Disagree	19	4.8%
Strongly disagree	34	8.5%
<b>Total</b>	<b>399</b>	<b>100%</b>

Question 9: The treatment I received at the health service I was referred to was good		
Available Answers	Responses	Score (%)
Strongly agree	169	42.8%
Agree	130	32.9%
Neither agree or disagree	40	10.1%
Disagree	28	7.1%
Strongly disagree	28	7.1%
<b>Total</b>	<b>395</b>	<b>100%</b>

Question 9: Using the 111 service reassured me		
Available Answers	Responses	Score (%)
Strongly agree	160	40.0%
Agree	133	33.3%
Neither agree or disagree	47	11.8%
Disagree	25	6.3%
Strongly disagree	35	8.8%
<b>Total</b>	<b>400</b>	<b>100%</b>

Question 9: The person managing my call was helpful		
Available Answers	Responses	Score (%)
Strongly agree	202	50.4%
Agree	135	33.7%
Neither agree or disagree	31	7.7%
Disagree	17	4.2%
Strongly disagree	16	4.0%
<b>Total</b>	<b>401</b>	<b>100%</b>

Question 9: I was confident of the ability of the person managing my call		
Available Answers	Responses	Score (%)
Strongly agree	191	47.4%
Agree	131	32.5%
Neither agree or disagree	45	11.2%
Disagree	18	4.5%
Strongly disagree	18	4.5%
<b>Total</b>	<b>403</b>	<b>100%</b>

Question 9: The person managing my call was kind and compassionate		
Available Answers	Responses	Score (%)
Strongly agree	204	51.3%
Agree	132	33.2%
Neither agree or disagree	44	11.1%
Disagree	10	2.5%
Strongly disagree	8	2.0%
<b>Total</b>	<b>398</b>	<b>100%</b>

Question 9: The person managing my call treated me with dignity and respect		
Available Answers	Responses	Score (%)
Strongly agree	218	54.6%
Agree	137	34.3%
Neither agree or disagree	30	7.5%
Disagree	10	2.5%
Strongly disagree	4	1.0%
<b>Total</b>	<b>399</b>	<b>100%</b>

**Question 9:** If called back the advice and guidance given by that person who called me back was useful

Available Answers	Responses	Score (%)
Strongly agree	112	38.5%
Agree	93	32.0%
Neither agree or disagree	60	20.6%
Disagree	8	2.7%
Strongly disagree	18	6.2%
<b>Total</b>	<b>291</b>	<b>100%</b>

**Question 12:** Are you clear about when to use the 111 service instead of another service?

Available Answers	Responses	Score (%)
Yes	371	94.4%
No	8	2.0%
Not sure	14	3.6%
<b>Total</b>	<b>393</b>	<b>100%</b>

**Question 13:** If you faced a similar health problem in the future would you call the 111 service?

Available Answers	Responses	Score (%)
Yes	304	76.6%
No	55	13.9%
Not sure	38	9.6%
<b>Total</b>	<b>397</b>	<b>100%</b>

