



111 Service

Patient Survey Feedback

Month: January 2022



	79.6%	Very good or good overall experience of the service
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Free text comments

Positive free text comments	It was very good for reassuring me.
	The lady I spoke to was friendly, efficient, professional and thorough.
	They arranged the appointment with the people I needed quickly. They were very friendly and helpful
Negative free text comments	It took 2 hours to get someone to answer the phone.
	The line was busy and you were abrupt to get rid of me
	Waited over 1 hour on phone and still no one answered it was a disgrace I had to put phone down in the end

Number of responses

Online	25	Total: 167
Print	89	
Text	53	

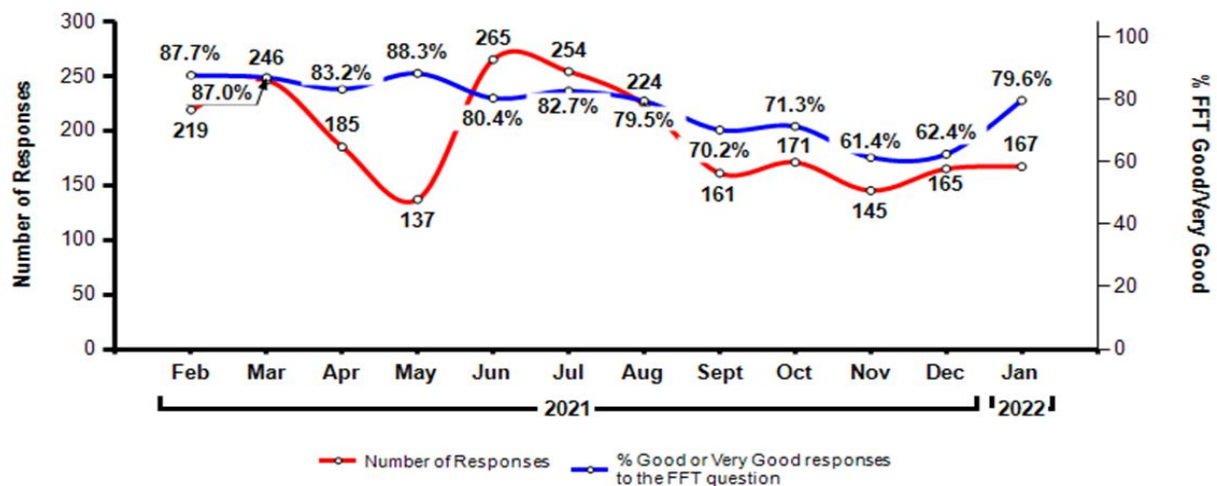


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	133	79.6%	+17.2
Very good	86	51.5%	+12.1
Good	47	28.1%	+5.1
Neither good nor poor	13	7.8%	-8
Poor	13	7.8%	-3.7
Very poor	7	4.2%	-6.1
Don't know	1	0.6%	+0.6

Please note: comparisons above are made against the previous month's report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

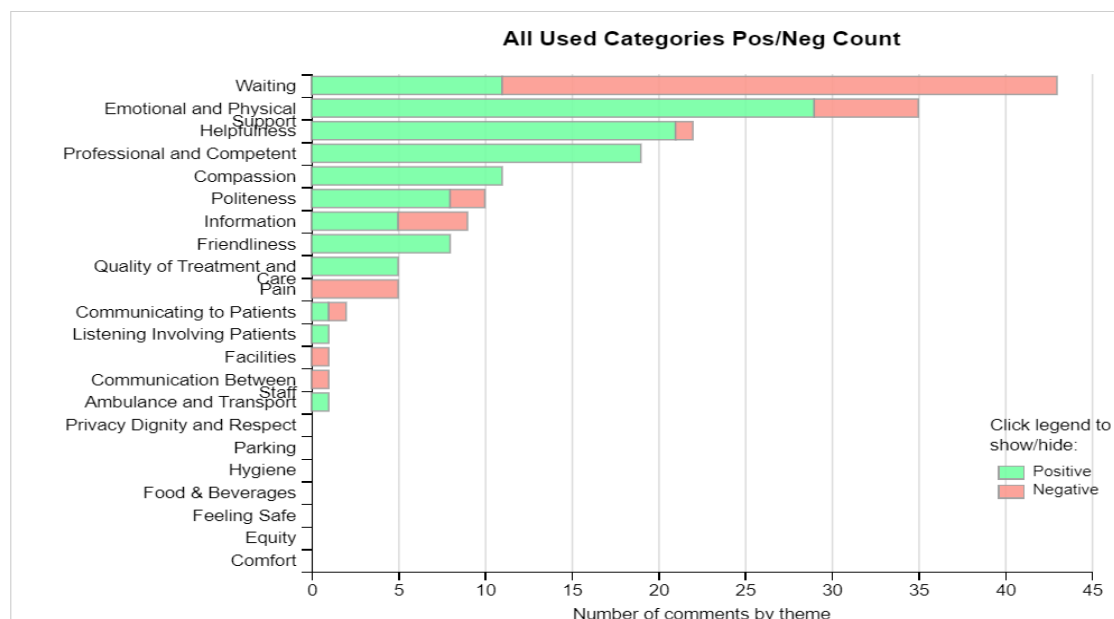
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Results by resource CCG

Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	79.6%	12.0%	167	86	47	13	13	7	1
County Durham	73.5%	17.6%	34	17	8	3	4	2	0
Newcastle Gateshead	81.5%	7.4%	27	13	9	2	2	0	1
North Tyneside	80.0%	20.0%	10	7	1	0	0	2	0
Northumberland	68.4%	21.1%	19	10	3	2	3	1	0
South Tyneside	100.0%	0.0%	9	5	4	0	0	0	0
Sunderland	69.2%	23.1%	13	3	6	1	2	1	0
Tees Valley	83.3%	10.0%	30	16	9	2	2	1	0
No CCG	88.0%	0.0%	25	15	7	3	0	0	0

Free text comments

Helpful, prompt response and good advice

Quick and efficient

The call handler was really nice and helpful and gave me the advice needed, she advised that I should wait for an ambulance to transport me to hospital but I refused as I felt this was not needed as I had family who could take me. My only problem was the time it takes for your call to be answered, I understand the service is well used but taking nearly an hour for a call to be answered is a very long time

Although when I rang 111, I had a wait of 30 minutes before my call was answered, this was acceptable, as it was a non-urgent medical problem. I was assessed with a comprehensive number of questions, and then my call was triaged onto another medical professional relating to my ailment for a call back. My call back was within a time scale of 35 minutes.

We waited 77 minutes to have our call answered and had to answer scripted questions which we felt were not relevant. The outcome was good, however, as a First Responder was called and arrived within a couple of minutes (about 8 minutes)

I have said good because I got a referral to see an out of hours doctor, which is what I wanted, because I was in quite a lot of pain at the time.

Even though wait time was half an hour was still happy with the service.

Friendly and thorough, called paramedic who arrived within minutes and assessed and provided treatment quickly preventing need to go to hospital

Too long to connect 90 mins at 7am morning

The response of what 111 organised was very fast and thorough

Effective service



I called in the morning I was not well at all I said I had a bad chest infection and I needed some meds for it and I may add I was not well I had to take time of work I waited all day for a call back I went to bed and woke in the morning to see I missed a call at 4 in the morning I called my doctors the next day and had to get antibiotics from them which took another few days before I could get them its taken me all this time to even feel better which if I got the meds I needed before would have been faster I felt so ill I went for a covid test which I may ad came back negative if I hadn't felt so ill I wouldn't have called 111 I would have waited as it was I had to

They were fantastic and supportive when it was most needed

It took about 4 hrs for someone to come as they sent a taxi to take me to hospital which I couldn't take due to the pain I was in and rolling around I couldn't sit plus I'd been sick, he said he would radio in and tell them to send me different transport, after another 4 hours phoned back they had me down as I had already gone to hospital in the taxi, they then said that I would be allocated as an emergency, this phone call in beginning was made at 9.20pm the ambulance knocked at my front door at 7.25 the next morning but I can't complain the 2 female paramedics were lovely it was the overall waiting and lack of information been passed on.

I had to hold for 2.5 hours to discuss my problem

The wait of 1 and 1/2 hours was frustrating but understandable being a bank holiday weekend but after speaking to a gp on a call back it was decided that my daughter attend urgent care to confirm suspicions of hand foot and mouth (it was correct). The gp said someone would call us back to arrange an appointment time. This occurred 15 mins later & we were given an appointment to attend half an hour later. (All good so far) On arrival my husband was told that there was no record of an appointment and that notes hadn't been correctly filled in so they couldn't even see what had transpired, so the very thing we had tried to avoid (taking a poorly child with a very infectious virus to sit for a long wait became the reality) we needn't have bothered doing the 'right' thing and spending ages going through 111. Next time I'll probably just risk infecting everybody else by bypassing 111 and turning up to wait as was suggested by the staff there. I do understand that 111 staff are under enormous pressures and am grateful to them but perhaps a little more attention to detail will lead to more positive reviews.

After a long wait to speak to someone, I cannot fault the service I received. The staff were very helpful and supportive. Even made a home visit to me. Lovely friendly staff,

I was on hold for an hour before I got to speak to someone

It took 2hours and 15 minutes from the start of the call to get to speak to an operative

Very understanding, helpful and able to connect with the myself and the resident.

I was seen very quickly with no waiting in the hospital. The drugs prescribed started to relieve pain very quickly and it was good to start taking them on a bank holiday rather than having to wait for a gp.

I got good advice from the person that I spoke to .

Very helpful. I wasn't sure what to do as I desperately needed to see someone on a bank holiday and they made me an appointment to see the gp at a&e.

Length of time for call to be answered, I waited for almost 2 hours for my call to be answered, due to this being for my child I was unable to use the online service. Once my call was answered I cannot fault the service provided

Just took so long to answer

The person who you speak to does not know location or the local nhs facilities available. They told me to contact my GP which in Berwick upon Tweed can take 3/4 days. How 111 did arrange for an out of hours doctor to ring me. But again advised to contact my GP. The GP in my practice will not at the time of my problem do not see patients. If you have an appointment for a face to face interview it's with a practice nurse not the GP.

They were very rapid in response of the phone call

Quick and easy advice on the 2 occasions used within a couple of days of each other

**** and **** me at ease. They are awesome!



Prompt, efficient, knowledgeable, friendly. Focused on attending to needs of all present and not rushed in any way. Situation resolved promptly, with excellent advice for continued monitoring and actions.
Very good at sorting illness out rapidly
Waiting time
It took me over 9 hours in total to get through . Not good when you're unwell
I made a 9 am appointment and the ambulance turned up at 8.50am
Waited over 1 hour on phone and still no one answered it was a disgrace I had to put phone down in the end
All the people I spoke to were friendly, helpful, interested and got me to the right place for help.
I found the operator very kind, helpful and understanding
A doctor rang me very quickly and provided the help and advice I needed
The service helps but I feel it is too stretched as wait times are long and they only ever seem to send you to A&E. When you get to A&E you wait hours on end to be seen even if you have spoke to 111 services.
The person on the phone put my mind at rest & advised I go for a covid test
Dealt with my query almost immediately and put me in contact with doctor who offered a quick response and appointment .
I was on hold for more than 90 mins before call was answered.
When I spoke to the person he reassured me on my situation.
Very caring and compassionate.
Too slow.
In spite of the difficulties the NHS are dealing with, my experience of 111 service was excellent. The efficiency and response to my enquiry was too.
Understood the importance of the phone call.
Polite, efficient & caring.
Very fast response.
Couldn't answer question re Covid vac. Just said keep trying . Had AZ 1st vaccine but no longer available locally.
Comprehensive way in to system but too long winded.
Very helpful.
Waited a long time before call answered.
Prompt & efficient.
Waiting a long time to get through.
The lady I spoke to was friendly, efficient, professional and thorough.
Quick to get me to hospital after getting through on phone.
Rang on Boxing day 2021. Got reply, discussed. Later, another doctor rang back, discussed. Diagnosed shingles. Got medicine prescribed (*****) and dispensed. All on boxing day.
The lady I spoke to was very nice, professional and considerate to my feelings.
Because it was very quick for my husband to go to hospital, and Medics were excellent.
Quick return call. Very helpful.
Never a problem.
As it was a good service.
Managed to get an appointment with out of hours doctor.
GP who attended was first class with great manner.
The lady I spoke to was very helpful and professional.
Service is brilliant when you get through.
Clear instruction. Polite.



Very helpful . Easy to talk to.
They looked after me well.
Excellent support and thorough care for my son.
The waiting time for GP practitioner to answer or call back.
Arranged face to face appointment with doctor the same day.
Advice received was ok.
Any impression was that your responder desired straightforward yes/no replies from me without additional comments.
Not me. She does not live at this address.
Did not have to wait very long for call to be answered, or for a doctor to call me.
Very efficient , pleasant helpful.
My daughter was on the phone 1 hour and 30 minutes before she spoke to someone.
The result was the one that worked.
Because I was advised by urgent care to attend A&E.
Was satisfactory and met my needs.
I gave this answer because they were very helpful to me when I needed them.
Because all my queries have been answered with my persistent.
Very calm, informative, helpful.
My husband was having a stroke. Your agent did not identify this.
Could not provide any help. Was suffering very bad. Urine infection. Rang doctor. No service available, not even phone to doctor office. Told ring 111 = rang = 1 hour 38 mins. 111 could not help, but contacted doctor at local hospital. Hospital doctor said he would contact my doctor = around in circles!
It rang on too long before anyone answers.
Ambulance came very quick.
I needed to speak to a "Doctor" for advice.
Person I dealt with was very pleasant & prompt.
Gave as much advice as was able, very pleasant and eager to help me.
It took a very long time to get to talk to someone but once I did he service was very good.
I was advised to see a pharmacist and they said I required a doctor, not them. It ended up I did need a doctor, so would have been better to have been directed there first.
It was very good for reassuring me.
It took 2 hours to get someone to answer the phone.
Dr emergency department - wonderful lady who came out was incredible. Sorted bleeding.
Because I did not wait long for someone to answer the phone.
The line was busy and you were abrupt to get rid of me.
They were very polite.
Helpful operator. Clear instruction where to go for treatment. Efficient handling of my problem.
Response was very good & they organised paramedics to call.
I was in as much pain before and after with little help forthcoming.
Both times, 1 - 4 years ago and the other last year, I received good help.
Helped immediately and directed to a nurse practitioner/nurse as this was needed.
I was assured that the call was being attended to.
He listened to what had happened, asks some other questions and advised me on what I needed to do.
Despite waiting over an hour to get through, I was impressed with the help provided.
Operator put us in touch with the appropriate service we needed.



Because of pandemic.
I was very pleased with the service I received.
Quick response to query. Follow up very good.
Dealt with quickly.
Very good to answer and give advice.
Because of the very good service.
Because you can get to speak to doctor explain in this instance the problem and get a prescription the next day.
Very helpful.
It took 2 and 1/2 hours before anyone answered the phone.
Prompt, efficient and clear.
I waited 7 hours! Then to be told I wasn't even on the medication I needed! Yes! I am - so I had to go into withdrawal from the Friday to the Monday! I'd never use this service again! Ever.
Was unwell not been able to see a doctor, had chest infection, 3 lots of antibiotics, came out in rash.
I called regarding my son having difficulty swallowing /shortness of breath to be told to contact my pharmacist because they couldn't help. In which I done and then they told me they couldn't help either. This resulted in my son needing an ambulance, a nebuliser and admission to ward 21. If 111 had of listened to me early that day I believe my son wouldn't of needed to be put on a nebuliser.
Very polite and reassuring
Happy with overall service provided
Process to connect is difficult for elderly
Call handler was kind and helpful but Sent me to North Tees and when I arrived, they said I should have been sent to hartlepool which would have been easier for me
Wrong locations and telephone numbers given for additional treatment/advice given from the professional that rang me back. The reason for my call to 111 was due to the fact that my local GP did not make a call back off a phone call from an urgent message that was left. My condition worsened I rang 111 for advice. My doctor then rang some 3 days later after ringing 111 and prescribe a tablet to stop the bleeding.
Very satisfied with ***** and his helpful manner. Not at all satisfied with waiting 77 minutes before the call was answered
I was very dissatisfied by the length of time I had to wait to speak to someone. It was well over half an hour and I feel that many people would have given up before getting to speak to a person. Once through to the service I was very happy with how my problem was dealt with. I was referred to Northern doctors the out of hours GP practice and given an appointment. There was a log distance to get there, and I was lucky that I had someone to drive me there (it took about 50 minutes). I was dissatisfied with how far away the service was (I live in Hexham and it was at Longbenton in Newcastle), but I was very happy with the treatment I received from them.
The paramedic that came was fantastic ***** crew ID No. *****
The service at hospital was good
The long wait to get through
I was really happy with the way I was treated. Staff very helpful
The holding time of 1 hour
I was dissatisfied with the unacceptable time waiting to speak to an operative. I was satisfied with the operative and his advice when I did get to speak to him.
The service was available over a long bank holiday weekend
I had to wait on the phone for ages and ages for my call to be answered and I had to call back 3 times in total before my call was answered eventually
They arranged the appointment with the people I needed quickly. They were very friendly and helpful



Helpful call handler, received a call back within minutes with an appointment later that day. Dissatisfied with the length of time it took for my call to be answered

Advised to speak to my GP but in my GP practice this can take 3/4 days if your lucky but normally you end up speaking to a pre active nurse I was asked this question once before and said the 111 service is like having a broken leg it's there but not a lot of good to you. Unfortunately all services are being controlled by the internet and one day it will cease working and all services will fail dramatically as we don't have a back up plan.

Quick response and easy to follow advice, got me to see Gp quickly and referral to a&e when issue got worse

Long waiting times

Prompt and courteous advice

Didn't get any help what so ever

In my opinion wait times are way too long to get through to someone and I believe the service is extremely stretched. I also think that there should be more options available for people after speaking to 111 services as it always results in a 6 hour trip to A&E with nothing but worry because you were advised to see someone within so many hours. Not only this but I think the service does not cater very well to pregnant women who are already stressing because they are more worried about their babies than themselves. However I think staff perform remarkably well with the system and tools that they are given.

Anything we could have done better?

A shorter waiting time or an alternative to 111

It took a very long time to actually get to talk to someone, well over half an hour, sufficient staffing to get a response in 15 mins or less would be much better.

111 online could be improved as matrix advises to contact GP who then said call 111

Answer phones quicker

More communication between 111 service and 999 listen to what patient tells them about not been able to get into taxi or having money to pay for to attend hospital or emergency walk ins

More staff and have a dedicated covid number so 111 can do it's job better

Not keep me on hold for an hour

Instead of the message repeating every few minutes telling me someone would answer the call - having an idea what number I was in the queue or an estimated timescale to get through would have been way less frustrating

Shorter wait time. It took almost an hour to get through but I understand it's not your fault

More call handlers?

The person who answers your call should be aware of local facilities and problems. Plus where your location is when you call. It's one and a half hour drive to our nearest hospital with 24 hours facilities

Answered sooner

Answered phone quicker would have been a start

Made sure that connections were made. For example, I was told that a call back from my own GP was arranged. I waited until past the allotted time and then phoned my GP surgery myself who had no record of a call being booked. Similar happened when an appointment was booked for me at South Tyneside Hospital. When I arrived, they had no record of me being booked.

Increase the amount of staff and think about other alternatives rather than sending people to A&E. Most of the time when you arrive in A&E you are panicked because 111 told you to be seen in so many hours and you wait 6 hours to see a doctor worrying in the waiting room.

More staff on 111 to improve response times.

Improve waiting time on phone.

Updated system to allow Pfizer for 2nd jab.

Clear speech, short sentences later not so precise.



Waiting time for telephone response too long.
Make sure your IT systems are working correctly. Hospital was not expecting me?
The length it takes to answer calls.
Answered the phone quicker.
The waiting time.
Answer calls quicker, waiting time was ridiculous.
Possibly rephrased questions and permitted more shared. Dialogue instead of closed questions.
Phone answering. Availability of staff on phones.
Answered more quickly.
Instead of going to the local hospital if surgery too busy etc . I could have seen Dr in surgery
Recognised stroke symptoms + called an emergency ambulance.
Answer phone earlier. 1 hr 38 mins wait.
Answer the phone and then listen to the person is upset.
Answer phone quicker.
Have more people answering calls.
Have more people taking phone calls.
You could have asked the history of my pains and given the matter more thought.
With the pain I should have been sent to hospital.
Nothing except answer the calls quickly. Had over 45 min wait for call to be answered.
Shorter waiting time to get through.
Have more operators online if you don't want people calling 999.
Get your records right! Don't be so damn rude! Argumentative!