



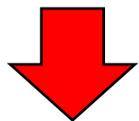
111 Service

Patient Survey Feedback

Month: February 2022



when it's less
urgent than 999



74.2%

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

Free text comments

Positive free text comments

Kept me calm as my 6month old daughter was struggling to breathe. Professional, quick to respond and send out an ambulance.

My call was answered quickly, and the operator was friendly, helpful and reassuring

Phone was answered straight away. Person who answered talked to superior before giving me information on what to do. Very good, clear info given and very polite

Negative free text comments

Waited 1 hour 50 mins for call to be answered. Then sent to hospital

Difficulty making 111 contact at a distressing time. When making contact identified conflicting information

Waited 1 hour 30 minutes for call to be answered. Was told someone would ring me back within the hour - it was 3 hours before clinician rang

Number of responses

Online	21	Total: 124
Print	69	
Text	34	

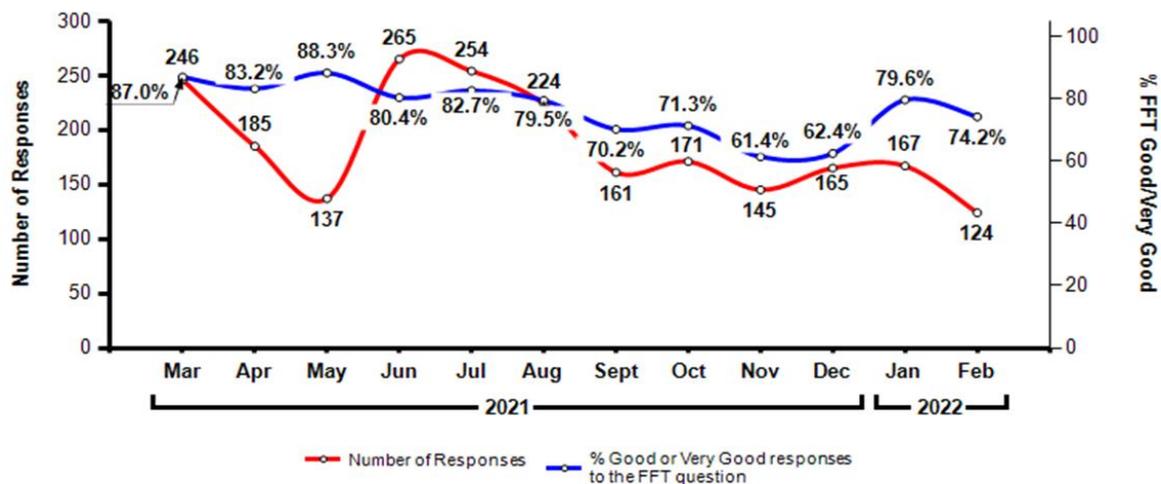


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	92	74.2%	-5.4
Very good	63	50.8%	-0.7
Good	29	23.4%	-4.8
Neither good nor poor	10	8.1%	+0.3
Poor	9	7.3%	-0.5
Very poor	12	9.7%	+5.5
Don't know	1	0.8%	+0.2

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.

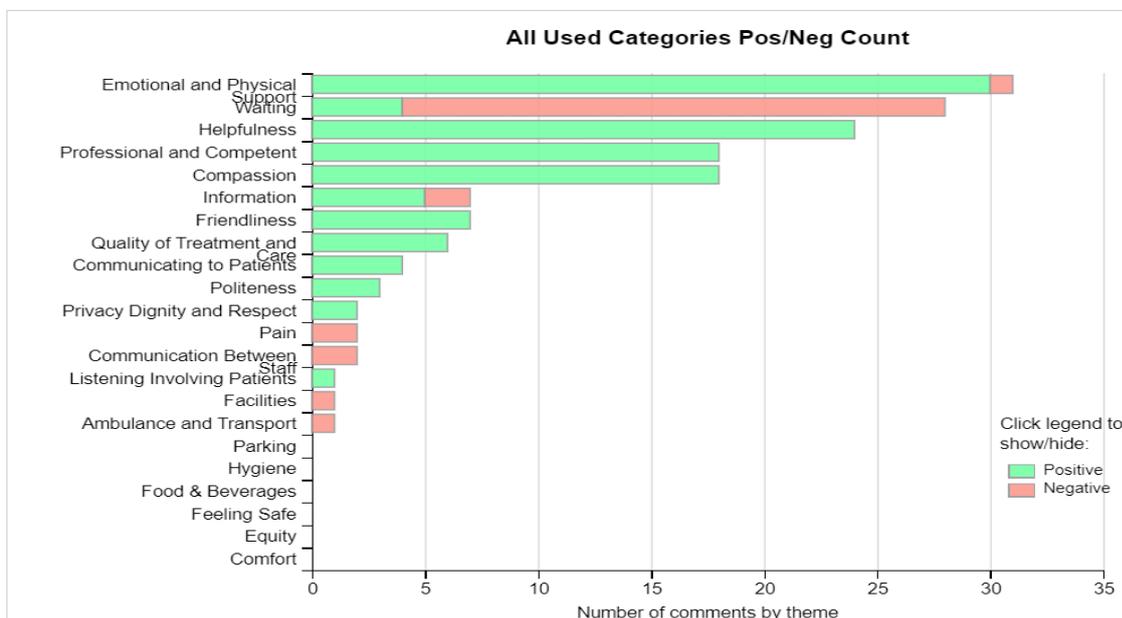
Survey trend graph

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	74.2%	16.9%	124	63	29	10	9	12	1
County Durham	73.1%	19.2%	26	13	6	2	2	3	0
Newcastle Gateshead	62.5%	18.8%	16	6	4	3	1	2	0
North Tyneside	85.7%	14.3%	7	5	1	0	0	1	0
Northumberland	66.7%	20.0%	15	6	4	2	1	2	0
South Tyneside	100.0%	0.0%	2	1	1	0	0	0	0
Sunderland	62.5%	37.5%	8	4	1	0	1	2	0
Tees Valley	79.3%	13.8%	29	15	8	1	2	2	1
No CCG	81.0%	9.5%	21	13	4	2	2	0	0

Free text comments

I was seen by the ambulance staff within the time the operator stated.
The person helped me get to the right person and got the appointment to get the anti bodies that I require
I was struggling to breath and as I live alone was scared and frightened so rang 111 hoping to be reassured and if necessary got some help
Very helpful and friendly
It was just standard
Very helpful
My call was answered quickly and the operator was friendly, helpful and reassuring
Excellent service advice information and a very caring doctor
They responded very quickly
Too much Covid preamble before I got to speak to medic. As a past anaphylaxis sufferer, I am concerned about this delay. Thankfully I had a leg injury on this occasion, and was just in extreme pain which was not life threatening.
22 minutes getting through to someone. Who incidentally was wonderful when I eventually spoke to her. No fault of hers, but the delay was unacceptable.
Everyone was very kind and patient
Kept me calm as my 6month old daughter was struggling to breathe. Professional, quick to respond and send out an ambulance.
Very helpful and directed quickly to required response to callExcellent service , while waiting follow up call to check on patients condition and fully explained what should be done until ambulance arrived



Despite a lengthy wait to have our call answered, the staff we spoke to were all helpful and polite. They attended to our needs with the usual care and compassion that we have previously experienced in quieter times.
Amazing service. Given excellent prompt response over the phone and also with the paramedic responder who came. I can't thank you enough for your help and support.
Helpful, knowledgeable and caring staff, kept me fully informed, kept me calm.
They just reassured us on what to do with our grandson.
Despite ongoing pressures, I found the service very quick and very efficient.
Very friendly and helpful
Very good very happy with the quality
We were treated very well by person on end of phone
Great service. nice to talk to in time of need thank you.
Call was answered quite quickly, and problem dealt with successfully
very quickly an appointment was given and on arrival I was seen and xrayed within an hour
Very professional and caring from the start
Person on the phone was very helpful and knowledgeable.
Quick response. Got me into a primary care doctor at short notice.
From starting to phone at 8 p.m. it was 10 past 1 a.m. when ambulance arrived.
Very helpful and good advice given.
Wife phoned 999.
Because you contacted in good time.
Very knowledgeable.
Have had to call 111 several times on a regular basis. Twice had covid and once pneumonia. Always had clear, calm answers and rapid responses.
The wait is too long I hour. Once answered was fine.
They were very thorough.
Phone was answered straight away. Person who answered talked to superior before giving me information on what to do. Very good, clear info given and very polite.
Very patient with me.
Fast, helpful.
Waited 1 hour 50 mins for call to be answered. Then sent to hospital.
Waited 1 hour 15 minutes to get first response.
Were efficient.
Efficient & helpful & understanding.
Very helpful.
Not long to wait for call back. Referred to A+E.
Waiting time 65 mins I then phoned 999 answered immediately.
Friendly, caring + professional.
Difficulty making 111 contact at a distressing time. When making contact identified conflicting information.
Given the wrong information, this was 10 pm I was told North Tyneside hospital would phone me as my call was put through and to stay by the phone which I did till 4 am. No one phoned couldn't care a less attitude.
Waited 1 hour 30 minutes for call to be answered. Was told someone would ring me back within the hour - it was 3 hours before clinician rang.
Waited over an hour for call to be answered then directed to a hospital with no X ray cover.
111 told me to contact my doctor who suspected a blood clot and arranged ambulance.
It would be better if I had got an answer on the phone quicker.



They advised me what to do - start to finish.
The person I spoke to was very helpful.
The lady we spoke to was very helpful and got me an appointment immediately at the hospital.
Said I would get phone call from Hexham E.C.U for appointment, didn't. They had no record of being contacted by you.
They arrived and helped me pack a bag. 1st class.
Call was answered quickly.
Length of time waiting for a call back.
The operator was very clear in instructions.
Because of the long delay waiting for the answer to the initial call.
Waited over 1 hour and half to get through
The operator told me to go to the wrong place!
The staff were very helpful, when we were looking for a dentist at the weekend.
The wait to get through was awful.
Waited over an hour for call to be answered.
I don't remember the call word by word but I remember the caller being helpful.
Very long wait for initial replay. Medic called back at 04.00 - rather alarming!
Advice result of handler checking, with a doctor.
I rang for advice about my husband pain medication but the girl who answered was determined to send him to hospital. When I finally get to speak to paramedic she was lovely and the doctor was wonderful - 3 hours later.
Waited 90 mins for call to be answered.
Being honest.
The person that I spoke to was very informative and helpful.
The advice was good but it took hours for that.
Operators found difficult to talk to me as I am partially deaf. They stick to 'script' and I am unable to follow call which goes on for long time.
Eventually after a few different people ringing me we achieved results. This was a simple matter + did not need about 4 people ringing us.
Man on the phone was very good in his manner.
8:00 am in the morning I waited 10 minutes, and appointment made for us. Another call from Doctor and received a prescription.
Told to call dentists I had already tried.
The call-handler understood where I was coming from regarding my 9 year old daughter and asked all of the relevant questions required.
The gentleman who answered my call was excellent.
Helpful response to my call.
On advice.
I think they are better than very good.
The operator listened and acted on that I said.
The person who took the 111 call was very patient, very efficient and very thorough in finding out the problem. She also explained very well regarding how the service would deal with my problem. On arrival at my home the ambulance medics were also very patient and very thorough in finding out the problem in order to effectively assess my health condition.
Always very happy with service provided by the 111 team.



Once through they were two people who were very helpful and got me the appointment at the hospital thanks
I was told to ring a taxi as there was no ambulances available and a two hour wait if I dialled 999,I was told to take deep breaths, I said I was scared and frightened but nobody reassured me ,I can't walk far with breathing and don't own a wheel chair so how was taxi driver we to cope?
Listen to the callers, what they need, if they need emergency prescription and they feel well in themselves and have not had any other health issues, do not advise to go to hospital for something they know how to resolve
I was really satisfied with how quick they responded and the advice that they provided
Very satisfying because of quick service
Efficiency
Time delay
Excellent service
The staff were friendly and reassuring. They were polite and considerate of our circumstances.
100% happy with the service I received both on the phone and in person. **** (I think he was called) was excellent and an asset to the NHS. The call handler also gave me assurance. At the time I didn't think it necessary to sent someone on 'blues and two's' but that was because I didn't think I was urgent enough. Suffering from asthma is a frightening feeling.
Speed of response, professional and caring attitude of the staff.
The advice was very supportive and as a gran of a five year old who was very wheezy it was just so helpful. He now has an inhaler as a result of this attack.
Overall, I was extremely impressed.
The people on the phone are great and really made sure I got seen to by someone.
Advice was given was helpful and was sent to the right place very friendly and listened to my probe
The respect shown to me by the operator
Fully satisfied thank you so much.
Satisfied with every aspect
all of it was good
Speed of dispatch of Paramedics
All aspects of the service I encountered were efficient and effective. I was very satisfied.
Anything we could have done better?
They could have rang me back to check if I was ok
Listen to the callers more, listen to what they need, I needed emergency medication through 111 which I've never had to do, instead I was being told to go to hospital and get the medication there when the pharmacy was round the corner, I had to end up telling the call handler in plain words "I need you to put this prescription through this is what you need to do and that's all I need" yet I've dealt with this my whole like and said my symptoms needed to go hospital yet it's just normal if I don't have medication
Skip the long Covid preamble.
More telephone operators.
The only improvement would have been a faster response in answering the phone and returning calls.
Yes you could have answered the phone quicker but that's due to needing more staff. Nothing you can do about it.
More resource to answer calls. The wait is too long.
Spent more time understanding my problems.
More staff to answer calls.
Faster ambulance service.
Answered the call.



Calls answered quicker and then the clinicians to respond quicker.
Answer call + have knowledge of hospital resources.
Do what you say you will.
More people answering phones.
Only way to improve is for the service to increase resource.
You need more people answering the phones.
Probably needed more staff to handle calls.
Problems obviously due to system overload so difficult to rectify without more staff.
Given an appointment. At the hospital was left over an hour before being seen. Made to wait in A&E contrary to information given.
She could have listened to what I was saying and when my husband couldn't speak for breathlessness, she made me repeat her questions to him as if I was five.
Answer phones quicker.
Quicker at answering.
Some guidance pattern (press 1. Addt.press etc are inaudible or speed is too fast. Some of the direction has been recorded with 'echo' i.e., not recorded in a soundproof studio.
A number of people rang + all did not know what the problem was & inconsistent in how to solve the problem.
More up to date info was directed to dentist I had already tried and they could not see me [unreadable] help me.