



# 111 Service

## Patient Survey Feedback

Month: March 2022



when it's less  
urgent than 999



**85.1%**

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

### Free text comments

<b>Positive free text comments</b>	During a busy time the member of staff was very calm and helpful and made sure to go through everything in detail
	Great service from start to finish waiting time good and great outcome overall...
	Advice was given in a calm and polite manner. The operator seemed genuinely concerned and was very helpful.
<b>Negative free text comments</b>	Very long wait times/ response times. Not very helpful
	They don't listen to families and are too pathway based
	Trying to find emergency dentist - no help at all (already tried all information via online service).

### Number of responses

<b>Online</b>	<b>23</b>	<b>Total: 181</b>
<b>Print</b>	<b>80</b>	
<b>Text</b>	<b>78</b>	

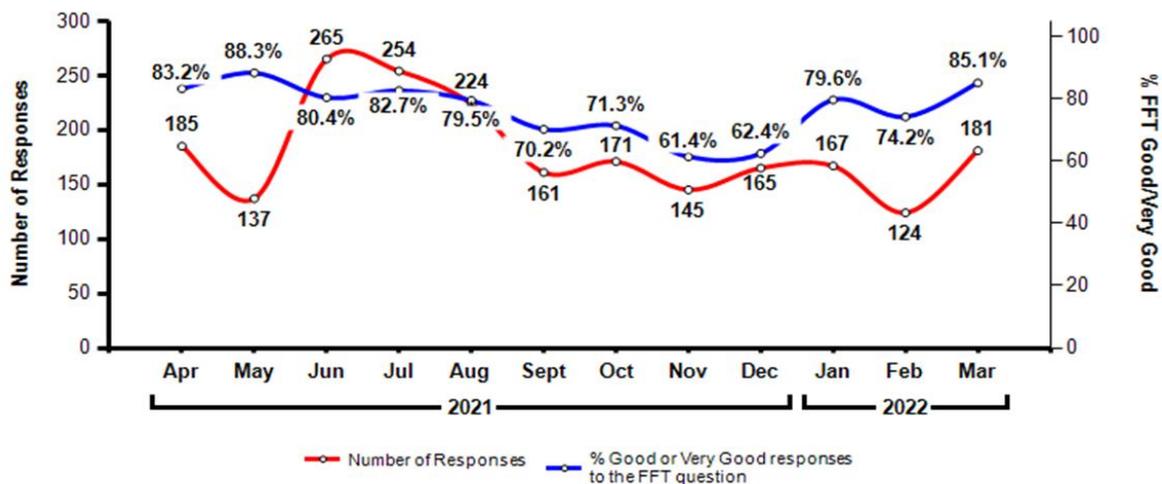


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and good (combined)</b>	<b>154</b>	<b>85.1%</b>	<b>+10.9</b>
Very good	107	59.1%	+8.3
Good	47	26.0%	+2.6
Neither good nor poor	11	6.1%	-2
Poor	12	6.6%	-0.6
Very poor	3	1.7%	-8
Don't know	1	0.6%	-0.3

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.

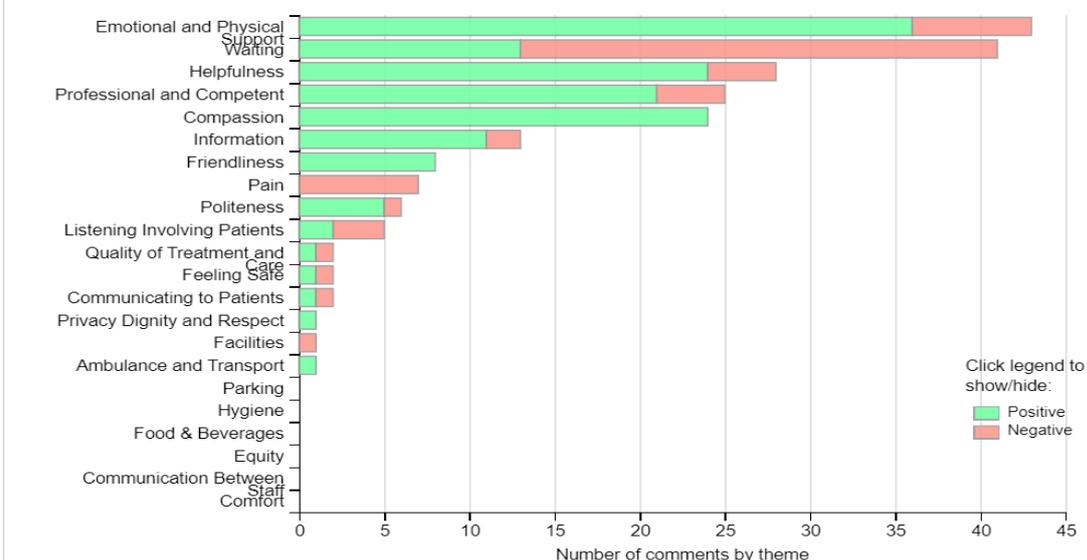
## Survey trend graph

**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
<b>Total</b>	<b>85.1%</b>	<b>8.3%</b>	<b>181</b>	<b>107</b>	<b>47</b>	<b>11</b>	<b>12</b>	<b>3</b>	<b>1</b>
<b>NHS County Durham</b>	<b>78.2%</b>	<b>14.5%</b>	<b>55</b>	<b>28</b>	<b>15</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>1</b>
<b>NHS Newcastle Gateshead</b>	<b>87.5%</b>	<b>6.3%</b>	<b>16</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>NHS North Tyneside</b>	<b>91.3%</b>	<b>4.3%</b>	<b>23</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>NHS Northumberland</b>	<b>86.2%</b>	<b>10.3%</b>	<b>29</b>	<b>16</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>NHS South Tyneside</b>	<b>75.0%</b>	<b>25.0%</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>NHS Sunderland</b>	<b>100.0%</b>	<b>0.0%</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NHS Tees Valley</b>	<b>86.4%</b>	<b>0.0%</b>	<b>22</b>	<b>14</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>No CCG</b>	<b>87.0%</b>	<b>4.3%</b>	<b>23</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>

### Free text comments

I During a busy time the member of staff was very calm and helpful and made sure to go through everything in detail.
111 called me after an emergency doctor got in contact with them
The call handler was very sympathetic and called me back when we were cut off.
The man on the phone was very helpful and made me feel at ease while on the phone discussing my grandads health. He was very reassuring and made the awful experience that little better
Lady I spoke to was great, however it took 30mins to speak to someone
The agent was patient and sympathetic
The 'green angels' were efficient, friendly, kind and courteous.
The handler was very curious and assisted with our problem
Hurt my back
Call wait was not too long, staff were eager to help. They needed to call me back, and did so really promptly.
Once I'd got through the service was prompt and efficient
Staff were superb very professional made me feel safe and secure waiting time was short all round care fantastic
They helped me and forwarded me to the relevant department I needed
Advice was given in a calm and polite manner. The operator seemed genuinely concerned and was very helpful.
Caring kind
Very helpful
I waited over 25 minutes to have my call answered



Really clear advice, my appointment at the hospital was all arranged for me through 111 - all I had to do was turn up!
Great service from start to finish waiting time good and great outcome overall...
Queue only 40 sometimes hundreds, service from individual first class
Asked all the relevant questions, willingness to help, highly professional, ambulance arrived on time and paramedics were nothing short of professional and fantastic.
professional and friendly
I think you provide a good service
Understanding kind lady on line! Got my GP to call me as couldn't get past my GP receptionists as it was after 830 am!!! Dr prescribed the meds I needed to recover. I had a nasty chest infection
Called due to palliative relative who didnt have any medication was having a panic attack. Relative was not for hospital admission. Requested consultation with GP in order to gain appropriate medication. Ambulance sent, that could have been sent elsewhere due to their "pathway" absolutely nothing ambulance could do and had to call a second time in order to get a GP.
Quick to answer, knowledgeable and have a referral
When I called for advice the lady on other end of phone could hear my breathing was very bad and said she was sending an ambulance! I received a call back to say paramedics Were coming in to my street.
Good
Very long wait times/ response times. Not very helpful
Straight forward and helped as much as they could
Very helpful and sent me where I needed to be.
VERY HELPFULL
Helped by keeping me calm while my daughter was not well and talked me through to what I have to do.
The 111 person reassured me by the advice given; especially as the call was during the night.
The phone provider kept cutting me off when I tried to explain what I had been advised to ask for, wouldn't listen, he was very rude in manner and I felt he was frustrated and argued with me about getting a defibrillator, after I said the situation did not warrant it. Told me to remove the pillow from under my brother's head which was unnecessary and was abrupt with me about doing it. Working in care myself I have never been trained to remove a safe head support when a victim is in recovery, Operator was under trained, no empathy and he's in the wrong career. During a very stressful time in which my family and I were feeling vulnerable, there was a very low level of empathy given from him
Gave me answers to my questions
NHS 111 was fine but nobody called me back from my surgery or any care centre and it was more than 10 days ago now.
Due to the advice given I received the right treatment.
Got me to hospital so fast but wouldn't let me in with my career
Practitioner who rang was very good, she rang my go and arranged for me to get steroids and antibiotics Very helpful
I picked up the phone, dialled 111 and was dealt with promptly and courteous ly and sn appointment was made for me to see someone the same day
We had to wait a long while for a answer and then had to wait for someone to ring back then waited for our own GP to ring and prescribe tablets a full day messing about.
Despite repeatedly saying I was in great pain and needing assistance, I was only offered referral to GP phone call. System was quite confusing.
So understanding and sounded so reassuring it almost felt as if they were there holding your hand.
The operator was great but unfortunately the questions I had to answer required an ambulance for myself. I refused. I had a bad back , not a fall or broken back



It took long time for them to respond and then they asked to wait for GP call that took almost 3 hours. They could have prescribed ABx or give some useful advice
Prompt answer to call. Straightforward questions.
It took half an hour before I spoke to someone in
Don't bother trying to use this service if you need a dentist. Not fit for that purpose at all
I managed to speak to someone I needed to eventually although it did take a little while. Took a very long time to connect the call due to long automated messages. If things needed a quicker response I can see why people might use 999 instead when actually 111 would do if it would just connect you through to someone quicker
Call handler, clinician and ambulance staff were all professional and caring. Service couldn't have been better
The advice I was given was what I was looking for..
Had to ring up twice as I got disconnected after being on phone for about 40 minutes, first guy was not professional however the second girl i spoke to was excellent (Dental problem)
Prompt service.
The initial handler told me that there was nothing that they could do and to go to my GP, despite me explaining that my GP was 220 miles away in Hertfordshire and that's why I was ringing.
I was given help when my own doctors wouldn't help me
Thorough questions- I like the website
It was ok in my opinion
Good advice and quick response
I was referred by GP as no appointments were available. Response was relatively prompt and I was allocated appointment for the next day.
Needed antibiotics could not get in doctors or told to phone next day got appointment at urgent care
Very professional and helpful operator
Very responsive, excellent advice and signposted to relevant services
The operator was very helpful and organised a call with a GP swiftly. The GP called back within an couple of hours and was one of the best I've ever spoken to, very professional, knowledgeable but also approachable and compassionate - hard to find one a like that! Advice was very good and helped my father to seek appropriate help for his symptoms. I'd say the service was fantastic and even better than my local GP surgery (not judging, I know how hard it is everywhere). Thank you so much for your help, the whole family is so grateful.
Rang to get an X-ray appointment for husband who had fallen on his wrist, I was advised that he should treat it as a sprain, even though his hand and arm were hugely swollen, I again explained he needed an X-ray as he's a manual worker and if had gone back to using it as normal he could have caused more damage if it were to be broken, I was advised to go to the local walk in centre, we did this to then be told we had to make an appointment via 111, I explained what had happened and the lady kindly made an appointment for my husband to come back and have an X-ray later that day, thankfully she did as he did have a fracture!
Person I talked to really helpful interested felt that they listened and took me seriously
Staff were great. Didn't wait long, put me at ease straight away.
Very quick service, answered straight away.
They gave me helpful information, calmed me & directed me to the right help.
Prompt & relevant advice given.
Because I was in pain.
Waited - line was busy.
Quick response to my call. Very helpful person who managed my call.
Prompt action and reassurance.



Found helpful.
My experience of 111 has made me realise that the person on the phone doesn't know the area and I have been sent to a hospital that could not deal with my problem. Then had to travel to relevant hospital.
Good.
Takes a lot of time to get to talk to someone about your problem. I could not take it because I am allergic to one of the ingredients. Same thing with the replacement.
Easy to use with comprehensive quality treatment.
It was a very efficient system and as I had an appointment did not have a long wait.
Very helpful.
Good advice.
I could not fault the quality of staff operating this system.
The services arranged for me to go to an urgent care centre who arranged for me to be admitted to hospital to resolve my problem.
Because of length of time to speak to someone.
Telephone called and answered immediately.
Advice was clear, person on phone patient and calm, felt confident in being able to carry out advice provided.
Waited 2 & 1/4 hours for to get advice.
Call was answered quickly & call handler was pleasant & soon identified that I needed to be seen by a doctor.
Prompt - helpful.
Prompt and pleasant, helpful & professional attention.
I have used the service many times over the years. Always helpful.
I've always been looked after well talk to me all the time tell me what's going on.
Takes time to get through and tempted to use 999.
I phoned to ask for a Dentist who could see me for Emergency Dental Treatment, the call handler gave me the names & addresses of dentists & telephone's no's efficiently.
The 111 - team enabled me to get treatment and medication in 24 hours. I had tried via GP for 3 days in awful pain.
They phoned to get me a telephone appointment with the Doctor after several days being fobbed off by Doctor' s reception.
My doctor only sees patients if urgent so 111 was my other option or walk in centre so I picked 111.
Prompt service all dealt with within 1 hour.
Too much time wasted on the phone waiting to be connected.
Directed us to Children's A&E. All sorted after a hour.
I didn't receive call back for several hours - given it was a headache that I had for several days. Would have expected something quicker.
Trying to find emergency dentist - no help at all (already tried all information via online service).
Quick response.
There was a reasonable wait for the call to be answered. The responder was reassuring whilst questioning. Her advice + action was appropriate.
It wasted time - took Doctor about 3 - 4 hrs to call - then said go to A&E @ Cramlington. Should have gone to local A&E @ 4:30 pm instead of calling 111.
Staff were very helpful and gave the correct advice.
Didn't wait too long. And sorted an appointment time for that evening.
I decided to go to the local hospital, by my own choice.



Waiting time took approximately one hour on 3rd attempt. When we got to the hospital there was no one around to tell us where to go.
Very efficient service.
Very helpful.
Put actions in place in an attempt to address issue.
The staff were thorough and patient.
They were very good.
I rang about a problem with a CPAP machine, on a Saturday morning. The person I spoke to advised that she would get someone to call me which they did.
The people I spoke to were very understanding.
Did not solve my problem.
Understanding staff friendly.
My query was passed on and answered.
I had acute tonsillitis. My son rang for advice in the evening. The operator rang me several times & they said I needed to go to A&E.
I was helped in a kind and efficient manner.
Because they were very efficient.
They were able to listen and get me the appointments I need.
The lady I spoke to was very helpful.
My call was 999 not 111.
Problem solved.
For the care you provided.
Very helpful.
It took 45 minutes for someone to answer phone.
Because my call was answered immediately, the operator was friendly. The operator made a decision to which I agreed.
Very helpful on the phone.
Because you asked for its what sort of reply or answer do you want?
The wait for the calls to be answered is terrible, when really, you're not well enough to sit waiting for an answer.
They went away to consider then took me to attend A&E for tests - it was the prudent thing to do.
**** called me at 11:30 pm concerned about my blood test at JC Hospital. It was at the eye department for a different test. Picked up my kidneys not working properly.
Too long to speak to a person. 3/4 hr.
Because they helped me.
**** helped but it was very frustrating after trying 4 times to speak to a handler. 40 mins on hold the last time.
Waiting time for call to be answered.
Just the time to get through
The agent was patient, thorough and sympathetic
Very satisfied with all aspects.
Waiting for an agent to answer the call
Satisfied with the service, just the queue time
On this occasion every thing was fine
Nothing they clearly work word and deserve more praise
The reassurance given was welcome and helped ease my worry.



Long wait time
Got me appointment with doctor that I couldn't get
Just the time taken to have my call answered. The amount of options on the automated part.
The friendliness of the person I spoke to. The clear advice. The fact that they managed to arrange a time for an appointment that suited me.
Queue generally is unacceptable. Using 111 instead of 999 works against you. **** referred to was brilliant
Was neither of them described
Kind Voice sound advice and listened well to my problem she quickly sorted a phone call from my own GP which is exactly what I needed as chest infection required a particular Antibiotic
They don't listen to families and are too pathway based.
Considering my symptoms from a head injury I was referred to hospital for a head scan.
Good
Took ages and unhelpful
The availability and the kindness
I had a call earlier in the day with a lady called Donna and she was wonderful! Really helpful and compassionate and I just wanted to speak to her again when this man answered the second time around and didn't deliver the same support.
Nothing a marvellous service kind and caring
Good. I was unsure about going to hospital or which one to go to, 111 helped. Professional advisor. Bad length of wait before talking to someone.
I can't book GP appointments as drive to work 0745 to 0830 surgery only takes appointments booking 0800 and full by 0830. Online service is far too complex with far too long user ID and security codes last time I tried and I have a degree. Imagine OAP with no computer or smartphone
Level of patience was amazing I was in a lot of pain and she kept her cool
They give you options for the help you need and they are a fast response
Satisfied with service First time I have used 111
We waited 1 hour for someone to answer the phone
Took long time to get referral to A&E as requested. Repeatedly only offered a phone referral to GP.
Reassuring!
Very helpful, respectful and polite staff. The questions asked by the computer were a little over the top.
Was sent to walk in but was refused any help was told this was a GP issue to which I have been unsuccessful in gaining a appointment for 2 weeks to date.
111 person fine but no knowledge themselves, but did connect me to someone who could give advice but did have to wait hour for that call back
Quickness of service How thorough they all were
Got me an appointment at local walk-in centre. Unable to get an appointment at my own doctors
first guys attitude was bad, second girls was excellent
Good informative information.
The call was reviewed by a nurse who called back and referred us to the help that we needed away from home. The initial call handler was unhelpful and dismissive of my daughters symptoms
The care and understanding was excellent
The Dr I was referred to was excellent
This time the service was good. Last time I called, I had to abandon the call after 50 minutes - no one answered and I needed to be sick.
A fantastic mix of professionalism and compassion, please keep it up. It's easy to lose that human aspect of services when everyone is so stressed and busy (understandable), but in this occasional I felt heard and understood, both the call handler and the GP who called back we're exceptional - thank you!



Very helpful and put me at ease.
<b>Anything we could have done better?</b>
Nothing - only issue was waiting times but that is beyond your control
Got through much quicker
Answered quicker waited over 40 minutes
Just answered more quickly
More operators to handle calls
More people to answer the calls.
Listen to patient and their families instead of following a pathway that does not fit all situations.
Listen to the whole story of the injury.
More staff
More empathy given in future
Sent a text or email saying nobody could see me or they decided upon other priorities. If somebody did try then they should check why I never saw it and if phone fails try email or text message or letter automated if other 3 methods fail.
Only suggestion I would have would be a non-urgent ambulance service more of a patient transport if blue lights are not needed but patient needs to go to hospital. It seems its blue lights or take yourself. Which I can but others may not
Should of looked on my records that I needed someone in with me to understand things
Everything was satisfactory
Don't think 111 are to blame the GP should see more people to free 111 up for emergency
Recognise that patient is in distress and needs attention.
Cut response time to call back sooner, but considering everything, quite good.
Change the questions
May be they can have a GP available on site to guide them further regarding early treatment as in Abx prescription etc
Actually put me in touch with a dentist that could see me. Still haven't got to see one. I've been in pain for four months now
Listened to the concerns being told over the phone.
Yes, making sure relevant care, assistance is at the designated urgent care hospital.
More information.
Wait times too long.
I know you are a busy service just would help to be handled sooner with problem.
A quicker response on calls with more advisers.
Been able to have a face to face with my own doctor.
More operators needed.
Call back quicker.
If they are just going to use 111 online info - please tell me at beginning of call rather than taking 15 minutes to get nowhere.
Quicker telephone reply.
Have a quicker service.
Had to get taxi to North tees. Transport would have been helpful.
Without more resources probably nothing - shorter waiting times would be preferred.
Solved my problem.
Faster response - you need more staff?!
Responded more quickly.



Have more call handlers taking the calls, the constant barrage of information about Covid is ridiculous.

Yes - Talk to me more.

More operators.