



111 Service

Patient Survey Feedback

Month: April 2022



when it's less
urgent than 999



76%

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

Free text comments

Positive free text comments

Excellent service, was dealt with quickly and advice given whilst waiting for paramedic

The 111 staff were very helpful, caring and professional. I got the help I needed because of them.

Handler was professionally empathetic and non-judgemental she responded quickly and effectively to book me a GP visit the same day

Negative free text comments

Staff spoken too sounded bored and as if they didn't want to be there which made it sound unprofessional

Disappointed with being on hold over 45 mins before speaking to the right person.

Waited 45 mins for call to be answered, then advice was not of any use

Number of responses

| | | |
|---------------|-----------|-----------------------|
| Online | 23 | Total: 167 |
| Print | 59 | |
| Text | 85 | |

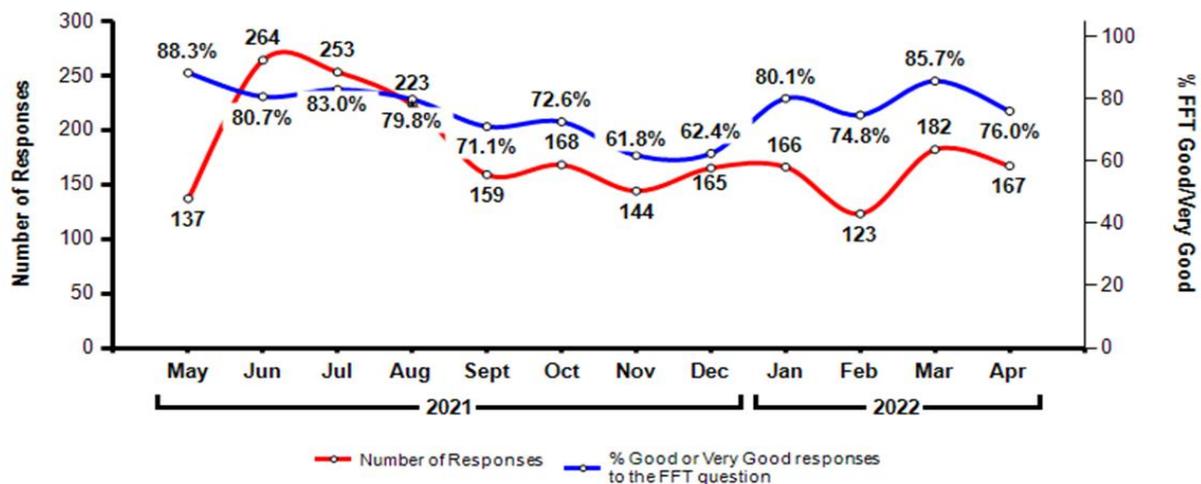


| Thinking of the 999 service we provide. Overall how was your experience of the service? | Number | Percentage | % variance from previous month |
|---|------------|--------------|--------------------------------|
| Very good and good (combined) | 127 | 76.0% | -9.7 |
| Very good | 99 | 59.3% | -0.6 |
| Good | 28 | 16.8% | -9.1 |
| Neither good nor poor | 15 | 9.0% | +2.9 |
| Poor | 8 | 4.8% | -1.8 |
| Very poor | 17 | 10.2% | +8.5 |
| Don't know | 0 | 0.0% | 0 |

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.

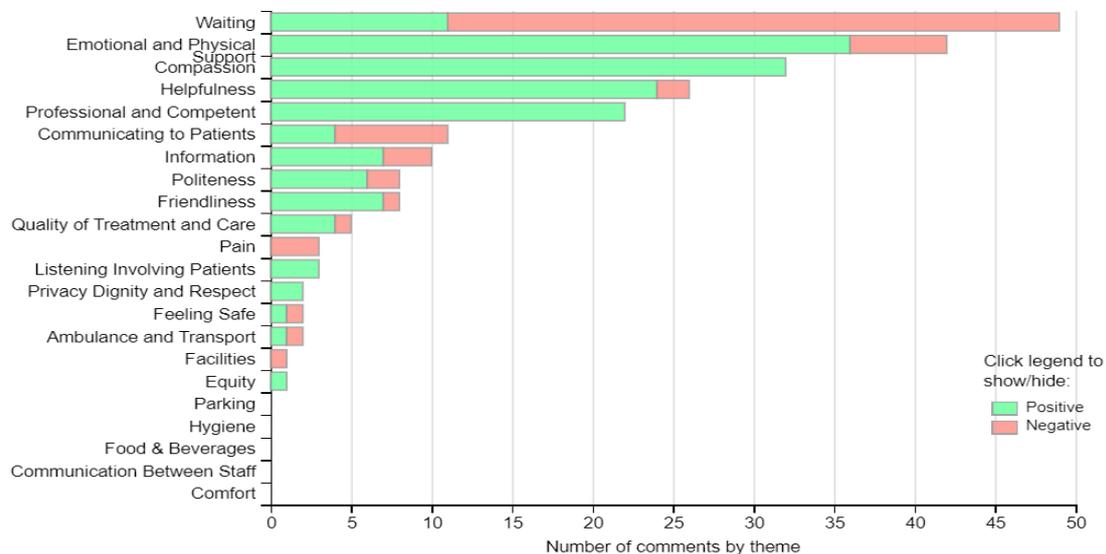
Survey trend graph

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 | CCG data is not available for this month due to technical issues | | | | | | | | |
| NHS County Durham | | | | | | | | | |
| NHS Newcastle Gateshead | | | | | | | | | |
| NHS North Tyneside | | | | | | | | | |
| NHS Northumberland | | | | | | | | | |
| NHS South Tyneside | | | | | | | | | |
| NHS Sunderland | | | | | | | | | |
| NHS Tees Valley | | | | | | | | | |
| No CCG | | | | | | | | | |

Free text comments

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| A very busy service it was the first time we had used the professionals we spoke to were very helpful and calming. |
| Excellent service, was dealt with quickly and advice given whilst waiting for paramedic |
| A very busy service, it was the first time we had used. The professionals we spoke to were very helpful and calming. |
| Nice knowledgeable staff & very comforting. When they left you felt as though you had the professionals on your side. |
| Apart from waiting time it was very helpful. |
| Quick efficient and very helpful |
| On hold too long |
| My 4 month old son was having breathing difficulties and 111 suggested an emergency ambulance was needed, it took 30 minutes to get through and the ambulance was going to take up to 3 hours to arrive. |
| Handler was professionally empathetic and non-judgemental she responded quickly and effectively to book me a GP visit the same day |
| The 111 staff were very helpful, caring and professional. I got the help I needed because of them. |
| Once phone actually answered the people on phone was literally reading from a script and had no clue as to how to help. Gave numbers for dentist emergency and the dentist's were not taking new patients, then told to ring back after 5.30pm if needed an emergency dentist at hospital. My husband was on the floor in agony with toothache but the person couldn't care less or that is how it seemed |
| Faultless service |
| The service has always got my son the help he needs with his recurring condition. However, it can be a very slow process. |



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| My issue was resolved. |
| Left me waiting for a call back with a very poorly 5 month old |
| Short staffing causes long waits and increasing pressure on the patient and carer. |
| It took 3 attempts to get a urgent care appointment. I was sent on a 40 minute car journey when I finally got seen to by urgent care they were appalled that I was not given an appointment in the first place. |
| The lass was really helpful and really patient. Great service and great outcome. Thank you all. |
| Very fast treatment |
| They were polite, friendly and calming. |
| Lady was lovely on the phone, she give me the best advice she could in my case it was to get a doctor's appointment which i had tried for 2 days and on hold for 1 hour, i eventually got a doctor's appointment after i told them i had been in touch with 111 and that's what they advised. |
| Extremely helpful and so friendly |
| It came within 5 minutes and the paramedics were first class very professional |
| I was dealt with efficiently politely and although I was panicking she calmed me we were sent an ambulance which came really quick I honestly can't fault your service thank you |
| I was promptly treat in a compassionate way. |
| Prompt phone back from a nurse telling us to go to walk in centre for X-ray |
| Far too long waiting on the phone |
| Quick response followed by action |
| Was told the accident and emergency would be informed I was going and when we arrived they knew nothing about me |
| Person asked lots of questions, but was very thorough and helpful. |
| I was listened too and given appropriate information and help |
| Once I had reached a human the service was excellent but getting through the covid messages was very tedious. It should be possible to bypass this when all I need is to report my blocked catheter, which is very painful. |
| Very friendly staff member Got an appointment the same day |
| The ambulance men on this occasion were not listening fully and one made a comment which was inappropriate |
| Had to wait 40 minutes before speaking to anyone. Stupid 10 minutes of robot talk before you get to the queue |
| 2hrs 6 mins on hold just to get told to go to A&E |
| I think actually trying to get through to an operator was very poor. Too many options to go through especially when you need to speak with someone quite urgently. This is the first time I have used this service due to having my son. However, the operator I did speak with, was very calm, made me feel at ease. She sensed I was a bit upset. She managed to get me an appointment asap with my local urgent care centre. |
| Clear and concise call back as promised |
| Very good help when I couldn't get none initially from GP |
| Waited 45 mins for call to be answered, then advice was not of any use |
| Quick and efficient |
| The only reason I put good was the wait to get through otherwise very good. |
| It was a delight to receive such excellent service from dialling 111. The gentleman who helped me initially and took my information, request, and details, then the doctor who rang me back were both totally professional in their approach and caring. Subsequently, a prescription for the necessary medications were sent to the local chemist and filled within the space of one hour! Nobody could wish for better service from the NHS. Outstanding. |



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| Very good response |
| No advice given except to make my way to hospital. I asked if they could arrange a taxi n I would pay. They couldn't, n I couldn't get one after being on the phone for 30 mins. I missed my slot in out of hrs. I have added more taxi no's but the majority don't work at 3.30 am. |
| It was easy to call the service and speak to an advisor, they were helpful and kind when I was explaining my problem, easy to talk too and they directed me to the right help quickly. |
| No listened to correctly, waiting time too long and then told to ring a pharmacy when requesting an appointment for a 4 year old |
| The wait time for someone to call back, and for someone to answer the phone. |
| I recently called because my operation stitches had burst there was blood everywhere, it was about 5 am we couldn't stop the bleeding I was informed if I couldn't get any transport to wait till 8 am and get a but, I live about 23 miles and 2 buses which don't start till about 8.30 am , |
| Very quick answer, informative and did exactly what they said they would do. |
| After speaking to my GP surgery and my consultants secretary - who were each saying I would need to speak to the other one - I contacted 111. The young man on the phone quickly understood my predicament and looked at 4 different ways to resolve it - the outcome was that he booked me in with A&E and they were well informed and ready when I arrived. |
| The agent was efficient and listened to the issue |
| Reassuring, pleasant staff. |
| I rang 111 for advice 17/02/22 the advice given was that if I was able to get myself to A and E safely then do just that my wife took me in to Darlington Hospital. I was kept in until 21/02/22 and given an appointment to attend James Cook Hospital for heart surgery on Wednesday 23/02/22, I was told in the initial call that if during transit to Darlington Hosp. that if my condition worsened then ring 999. |
| Call operators were great however the length of time to connect was the issue |
| I was seen, given medication within 2 and 1/2 hours of phoning. |
| Very helpful and said they would set a doctor to ring me. |
| The lady I spoke to could not have been any more helpful she was brilliant a real pleasure |
| I didn't speak to anyone |
| Very helpful on the initial call with 111, also called back to make sure we were doing ok whilst waiting for the ambulance and to keep us informed of the wait times. Very impressed with the paramedic who attended and took myself and my son to the children's A&E so that he could be assessed. All in all a good experience using the service. |
| Because i had to wait for over 2 hours for them to tell me to drink plenty of fluids and take paracetamol |
| Answered quite quickly and all info understood |
| The person I spoke to was lovely and they managed to get me a go appointment which was good as I couldn't get through to their service. However, I feel that this service does not meet the needs of everyone |
| It can take up to two hours before anyone can make a decision |
| Rang 10.30 p.m. a Saturday night, didn't ring back until 12.30 a.m. then 4.00 a.m. then again 7.30 a.m. and we had to then ask for someone to come out, which was 12.30 p.m. Sunday before someone came. Made a decision on the 1st call if someone was coming out or not. |
| Received call at 10.20 pm advising to go through A&E. Waited 4 hours still and not seen a doctor, left. |
| Rang 10.30 p.m. a Saturday night didn't ring back until 12.30 a.m. then again 7.30 a.m. and we had to then ask for someone to come out which was 12.30 p.m. Sunday before someone came, made a decision on the 1st call if someone was coming out or not. |
| Very helpful. |
| The nurse practitioner gave a quick and clear explanation of my eye problem. Her recommendation proved to be accurate as my eye healed as she suggested |
| Very efficient processing and analysis of symptoms |



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| Polite operatives. |
| Nobody answered! Ended up calling 999 just to get to speak to somebody. |
| Professional service, helpful and informative. |
| I got a call back from another surgery. |
| I was dealt with very efficiently by the nurse after only 10 minutes wait. |
| Got doctor to ring me and was sent to A&E spent 5 days in hospital medical issue still ongoing. |
| Worked in GP surgery, so had fair idea of what answer would be. |
| Because I had a dental problem, and she could not advise me on where to go for emergency treatment. |
| Delay in speaking to someone 1 3/4 - 2 1/5 hours wait time unacceptable. |
| Within a couple of hours of making the phone call I was attended to. |
| Quick and helpful response. |
| Just needed reassurance, it's a bit scary if you live on your own. |
| The person we speak to was very helpful. |
| Phone back was, appointment was made, turned up at appointment, was seen, very satisfied. |
| They were good. I have not seen a doctor about 3 years, but 111 was very concerned about me at my eye. |
| I was seen by a medic on the day I telephoned. |
| Very calm and listened to what we were saying. |
| Because they made me appointment at urgent care centre and I was seen. |
| I waited from 2 pm - 10 pm to get an answer to my son rang for me Saturday. |
| Arranged for doctor to phone me from GP practice. |
| They were kind and considerate. I am 90 yrs. |
| Service, very good. |
| Very quick to respond. |
| Prompt answer to phone call. Very helpful. Immediate ambulance. |
| It was the 1st time I have had to use the service. |
| Because it took from 2.00 pm to 8.45 pm to get a response and that was after another phone call at 6.00pm. |
| It quickly put me to the point of care needed which was a same-day appointment with the GP. |
| It took 20 mins to get through on phone, then after another 20 mins of questions was advised to go to A+E which I could have done initially. |
| Personal staff assistance was very helpful and courteous. |
| Put mind at ease. |
| Waited long time to answer phone. I have been sent to Wansbeck and told I shouldn't be there as they closed at 10 pm. Another problem. |
| Nurse very helpful and reassuring and gave information I needed. |
| Waiting from 10 am Sunday until 6.30 am Monday. I will never phone 111 again. |
| Paramedics were with me within the hour. |
| Problem resolved. |
| Quick response, very friendly. |
| Nurse phone back quickly and was reassuring. |
| They were quick and helpful. Very nice to me. |
| Good advice although could not get through at first time. |
| Ambulance arrived very quickly. Caring and professional paramedics. |
| They directed me to the correct service. |



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| Because we followed post surgery instructions when hospital no out of hours. 111 did best to put off a visit only by insisting did 2 nursers arrive at 11.30 pm. |
| The service was calm and considerate and so helpful. |
| The only problem was the queuing time. |
| Disappointed with being on hold over 45 mins before speaking to the right person. |
| Too long to answer phone |
| Satisfied Call handler was competent advised me of the urgency Dissatisfied Automated voice at the start of the call is too long Call hold time is not acceptable. An emergency ambulance should not take 3 hours The blame here lies fully with the underfunding of the nhs from the government. The cut to funding is designed to drive down the service so it can outsource delivery to their friends to make them money. It's nothing to do with the efforts all everyone employed by the nhs, from call handlers, porters, doctors, nurses and surgeons I have nothing but the upmost respect. |
| The caller was very helpful and very understanding and showed really lovely compassion |
| I was satisfied with how fast my problem was resolved and how compassionate the call handlers were. |
| Staff spoken too sounded bored and as if they didn't want to be there which made it sound unprofessional |
| Friendly, supportive and reassuring advisors |
| The gentleman who came put me at ease immediately and was very understanding and knowledgeable |
| The call handler was confident and made us feel safer in her care |
| In the future I would take myself to urgent care and not bother calling them first |
| Lovely lass. Wish I could remember her name. |
| 111 was extremely good, the gp that called me back was rude, unhelpful and not a nice person at all. |
| Reassurance from somebody that would listen, my doctors were useless well the receptionist in particular and i had been bad for a week before i contacted anyone for help. |
| Satisfied with all |
| I was very satisfied. I was reassured appropriately, and the right care was sought. |
| Satisfactory |
| I was given advice to go to A and E and that they'd be informed I was going .. no one knew anything about me when I arrived and the advice I was given I was already doing. I just thought contacting 111 would let a and know but as it turned out I might as well of not called and just gone to a and e |
| Helpfulness and thoroughness of person |
| They got me an appointment with a doctor |
| The time needed to answer my call was longer than I would have liked but I fully understand that resources are limited and forecasting user demand is very difficult. At sometimes I appreciate it is quite impractical to match demand to resources. |
| As stated earlier they passed on incorrect information that I was not diabetic when I told them I was and they even had said earlier to bring my insulin. Because it was alcohol related one of them finished my sentence for me when I said I was feeling.... and he said selfish. His colleague denied it but he did say it. I am in AA and have a sponsor, I try consistently to remain sober, so I didn't appreciate that comment. Overall I have had amazing service from the NHS |
| Speed and reassurance |
| Very helpful. Got me a phone appointment with my own GP when I'd been told by GP surgery there was none available for 3 days |
| Operator had attitude, made me feel like I was a bother |
| Quick |
| They cared and listened |
| 100% satisfied. |
| It's pointless being assessed n given appointment time if u can't get there. |



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| I was referred to the hospital and an appointment was booked for a&e |
| The wait time for the call back after patient having seizure |
| I was left bleeding covered in blood and told to get a bus my stitches were part of my recovery from cancer I expected more |
| Everything was great. The operator listened to me, and said they would get the out of hours staff from the hospital to contact me, which they did within 10 minutes of the original call. |
| He listened well and patiently to my issue and health issue. He calmed down my concern and frustration with my GP & Consultant. He offered four paths and then delivered on the best option. He had booked me and briefed A&E and ensured that I got a priority response. He was calm, patient, and constructive throughout. He got to the solution and action with 10 mins - an outstanding effort. |
| The agent listened to our issue and helped get us a call back by an out of hours doctor to help provide the medication to help |
| Caring attitude and understanding. |
| As I have said previously that I fully understood the pressures the service was under and that the advice given at that time was my best solution rather have to wait for an ambulance. |
| The speed of the service. |
| Good service, helpful, pleasant. |
| There where 10/10 |
| The time it takes to get a decision is far too long |
| Just felt like each call back was repeating and of no use. |
| If the problem had been recognised [unreadable] requiring scan then I should have been referred to scanning department at Sunderland General Hospital. |
| Dissatisfied with the length of time I waited for my call to be answered |
| Referral for surgery. |
| Nobody answered my call. Had to ring 999 to get anywhere! [All other questions have comment: "Never got through!" or "On 999 not 111".] |
| First call was referred immediately and was called back after 13 minutes. |
| Not satisfied at all. She did not know elbow from her backside. She kept repeating that I should get a dentist, which was not helpful. |
| Nothing, one more thing I contacted 111 simply because I could not get in touch with my surgery (engaged nearly always). |
| Reassurance. |
| Satisfied with the service I received. |
| Response time was good, and advice was good. |
| It is a long time since I used the ambulance but they were kind and good to me. I am 102 years old and they wanted me to get to 103. |
| Their ability to get me seen that day. |
| The length of time waiting for a call back with a time to see a doctor. |
| Very good and professional. |
| No problem getting in touch with. |
| Very happy with it all. |
| Very quick to respond when called back. |
| Excellent response. Couldn't have done better. |
| Length of time they took to ring back. |
| Length of wait in call queue. |
| After all the time waiting for a response and questions asked, I could have reached A+E 1 hour earlier than I did. |



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| Complete satisfaction. |
| Very reassuring and direction very good as I am deaf. |
| Sympathetic and reassuring. |
| Very respectful and kind. |
| Calm on the phone. Good assessment. |
| It was a point of contact when no other and with a mobility problem.. |
| Anything we could have done better? |
| Answered the phone quicker |
| You need to remove or speed up the automated voice message at the start. There's way too much of a wait time before you actually get to be put on hold. |
| Although I understand the challenges, a speedier service would be helpful. At times, I have simply abandoned the phone and gone to a and e, which might not have been necessary in the end. |
| Maybe answering quicker |
| Called back sooner |
| You could not have assessed my injury over the phone this needs to be considered! |
| Answer swifter...get more staff. |
| As with every telephone call made there is always a waiting time, sometimes longer than others. |
| I didn't find anything wrong with the service I received except being on hold for 35 minutes before I got to speak to someone but the service was obviously very busy and this could not be helped. |
| Doctors appointments waiting far too long quicker to use 111 help desk |
| Informed the hospital as I was told they were going to... Why say something and not follow it up |
| Allow bypassing of covid blurb |
| Less robot chat at the start |
| Get GPs to start seeing people |
| The options selection & wait times need some work |
| Got more staff who are more knowledgeable and reading from a script |
| Shorter waiting times to speak to an adviser, I had to wait over 30 minutes |
| Less waiting times and call handles should be listening more to symptoms and patient requirement |
| The response was excellent and could not have been improved upon. |
| Under the pressures you were under at that time then I think the advice given to me was suitable for the situation. |
| More call operators |
| Answer the phone quicker |
| More appointments available |
| Answer phone a lot quicker and someone to make a decision a lot quicker |
| Answer the phone! Instead of playing a message continually referring callers to a website! |
| She could have told me that I could go to the dental hospital for treatment but she would not as my address is in Gateshead, although the Dental Hospital have a lot of patients from Gateshead. |
| More staff answering phone calls. |
| How about the doctor getting in touch, instead of my hand with her medical book |
| My only criticism of the service is the length of time spent in the call queue. |
| Answered phone quicker and not asked so many questions when it was a straight forward query. |
| Quicker answer. |
| Accept that the excessive bleed needed attention which we had been told to report (if occurred). We do not play medical games calls responsible. |