



111 Service

Patient Survey Feedback

Month: May 2022



when it's less
urgent than 999



83.9%

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

Free text comments

Positive free text comments

I thought it could not have been better it was first class service

I thought the service was helpful, delivered kindly & politely. Overall very satisfied

Very quick response to my call, the lady was very understanding & respectful of my concerns over health issues

Negative free text comments

Delay in answering my phone call

Too much to take in and too long before actually speaking to someone

On this occasion no help at all

Number of responses

Online	12	Total: 267
Print	153	
Text	102	

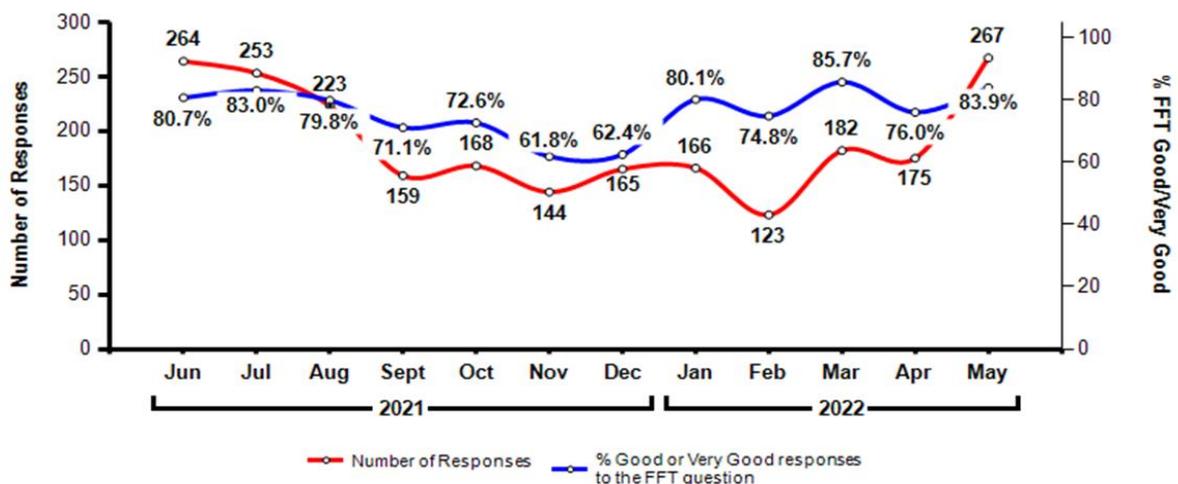


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	224	83.9%	+7.9
Very good	167	62.5%	+2.5
Good	57	21.3%	+5.3
Neither good nor poor	13	4.9%	-3.7
Poor	12	4.5%	-0.1
Very poor	18	6.7%	-4.1
Don't know	0	0.0%	0

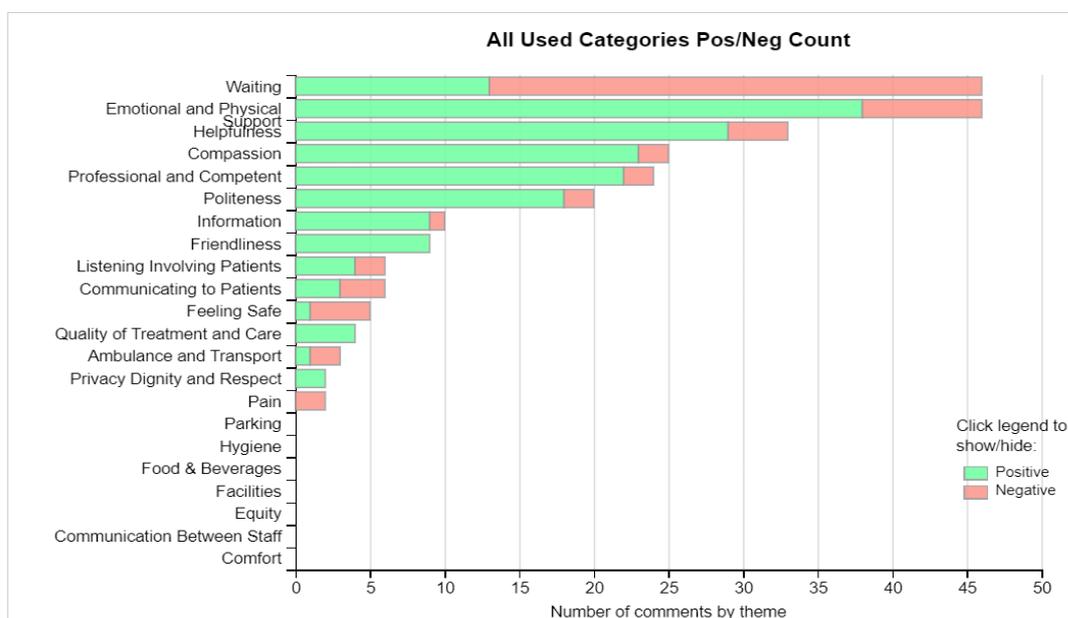
Please note: comparisons above are made against the previous month's report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

Survey trend graph

FFT Trend Graph



Sentiment Analysis





Results by resource CCG

Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	83.9%	11.2%	267	167	57	13	12	18	0
NHS County Durham CCG	88.9%	7.4%	81	43	29	3	3	3	0
NHS Newcastle Gateshead CCG	79.3%	10.3%	29	20	3	3	1	2	0
NHS North Tyneside CCG	73.7%	15.8%	19	11	3	2	2	1	0
NHS Northumberland CCG	78.7%	19.7%	61	39	9	1	3	9	0
NHS South Tyneside CCG	92.9%	7.1%	14	11	2	0	0	1	0
NHS Sunderland CCG	94.4%	0.0%	18	15	2	1	0	0	0
NHS Tees Valley CCG	84.4%	9.4%	32	20	7	2	2	1	0
No CCG	76.9%	15.4%	13	8	2	1	1	1	0

Free text comments

Waiting time at hospital too long then after examination told to go urgent care next morning.
To support the system.
Waiting time.
Was seen by a doctor within a couple of hours and prompt action was taken.
They tried their hardest but didn't explain it well.
No return call for 30 minutes so went to A&E.
To the discuss with surgery doctor.
Because of the way that I was listened to.
Answered - advised on my injury.
Dear All I would like to inform you that I gave you my answer because I found everything toward my recovery soon. Best wishes Your patient
They where quick took ready good care of my grandson
Took baby to hospital following day and was told by consultant I have been given the wrong advice and should have been told to attend straight away with the issue the baby had.
Really calm personnel,



Upon calling 111 I answered a few questions and was advised that. GP would call me. The GP called within 30mins diagnosed and prescribed accordingly. A text was then received advising me that the script was at a specific pharmacy and ready for collection. Very good service
The only worry I had was a long wait for call but once doctor rang everything was very quick and everyone was very caring
Staff took call and sign posted me to the most appropriate service.
They have always helped and very polite
The first time I phoned 111 for a suspected fractured hand they sent me miles away to a walk in centre that doesn't do x rays so then got sent elsewhere. When I phoned recently they told me to phone pharmacy for cough medicine!
Sound advice. Instant action. Good response time in current circumstances.
Extremely helpful and knowledgeable people
Very efficient and thorough service from operator. Only downside waited 30 minutes for call to be answered.
I had to call an ambulance as I could not wait 24 hours for a call back from someone, I was very frightened
I used the service twice in two weeks. The first time I used the website and asked for a call back, after a couple of hours waiting I asked again (this was about 10pm) someone rang me back at 1.30am. Their advice was to ring in the morning and ask to be booked in for my go hub. I had to wait for someone to ring me back, only about an hour this time. The second time I used the service, I rang, rather than use the website. I had to wait about ten minutes for someone to answer, after the questions, I was booked in straight away for my doctors hub.
I thought the suggested next step was not the right one. It turned out I was right and that my son needed to be seen and needed medication urgently BUT I also understand that the NHS 111 staff can only do their best with the information they have and we are very grateful.
Eventually got through to a doctor who arranged a call to NorthEast Ambulance Service who came about 30 minutes later and gave my wife a thorough check up and took her to A&E
The response was fast also the diagnosis given proved to be correct. Hospital appointment was very quick and thus it saved me further problems.
They were helpful and efficient.
Because our first contact mislead us about availability of the medication availability {which related to a prescribed drug}
Gave me correct solution.
Delay in answering my phone call.
Always arrived out of times. Polite and helpful.
The gentleman i spoke to could not have been more helpful and sympathetic to my plight
Helper with my issue abs where very understanding
Long wait to get through it the service and it's seemed to be scripted by admin staff not medical trained staff
Rang 111 at 12.13pm. Call cut off. Rang again 12.20pm regarding 4 year old grandson was told I would receive call back of pharmacist or doctor. Received call back at 18.51 when I no longer had grandson. Passed daughter's phone number who unfortunately did not answer call as number withheld. Doctor left message to say he would call back and did not. In the meantime took child to pharmacy and further down the line ended up at A and E again.
Got a prompt response and appointment within 1 hour
I was trying to explain how bad my daughters thumb was and I was originally going to just take her to a walk in centre to get it checked but 111 advised me to wait for a call from a pharmacist the next day, Overnight it had gotten worse so I took her to the walk in centre and the hospital said it was the right thing to do to not wait for a pharmacist



The paramedics arrived quickly & were extremely polite & reassuring, I felt totally confident with them & very grateful
Had a dental problem and got my gp to ring instead of a dentist my gp was confused at why they had informed him and so was i
I found the lady I spoke to very helpful and patient with me. she gave me reassurance that I could get help anytime.
Friendly professional and listen to me
Went through appropriate questions, referred on to nurse practitioner when out of hours. Quick call back from nurse practitioner, good advice/suggestions recommended
The young man I spoke to bad very helpful
Far too long for call to be answered. Impolite call handler who was rude and spoke over me. Complete waste of time trying to source medical assistance. Issue remains unresolved.
Very quick response to my call, the lady was very understanding & respectful of my concerns over health issues
Wait times were too long when I was is severe pain. No offer of assistance to get to the hospital was provided even though i couldn't walk. I was given an appointment late in the day when i called in the morning only to find out it was a walk in service. Despite being unable to walk when i reached the hospital I was not offered a wheelchair or any form of assistance for over an hour, after triage and being forced to hobble to a cubicle.
I was happy with people and advice when I spoke to them. Unhappy with length of time to speak to someone - 45 minutes on one occasion
Very professional
Chris was very helpful
I phoned 111 at 11.45 pm for a resident who had an unwitnessed fall in a care home and as a nurse wanted to speak to a Dr as the resident had dementia so wanted a medical review before sending him to A&E - the doctor didn't ring back until 11.30 the following morning(11 & 3/4 hours later by which time I had finished my night shift at 8 am but had to stay up until he rang!
Quick response, given an appointment with GP and seen with in 4 hours
The nurse who spoke with me listened to my list of symptoms, and then advised me tom take a Covid Lateral Flow test, which was positive. She gave me further advice about isolating, masks etc; all of which was entirely relevant I was most impressed.
First time I used the service, operator was of great help. The second time the operator was no help at all.
Lovely person on first call who took my details, then another lovely person rang me back to apologise for the waiting time but the doctor who rang me back was not compassionate about my problem and did not offer any helpful suggestions for me to support with my problem.
Because I was trying to get help with severe back pain because my gp failed to get bk to me on the Friday before the weekend and bank holiday even though I 1st contacted them on the Thursday. I did get 10 tablets of Tramadol eventually on Saturday late afternoon. Nobody told me they were slow acting. I took tablets with paracetamol like I had done in rhe past. They were all gone by Monday. I was still in agony. So rang 111 again on Moday bank holiday for more tablets as they'd ran out and asked for diazepam also because I wasn't getting any pain relief at all. I've suffered with severe back pain in the past and a combination of drugs Ive mentioned above have helped. The doctor I spoke to on that Monday had no empathy, was very dismissive and that's when I found out that the 10 tablets I'd been prescribed should have lasted 5 days as they were slow release. I told him I'd taken them all with paracetamol and still was in agony. Hadn't slept, etc. He said he wasn't willing to give me anything at all as they should've lasted and he said I must be addicted to tramadol if they'd had no affect! The last time I had tramadol was in December and before that years ago all for serious episodes of back pain. I asked him what did he suggest I do and he said take paracetamol I said I was already taking them with the tramadol and obviously ran out of tramadol by then hence the call and neither were helping. He suggested ibuprofen I said I was allergic and he asked abruptly 'why' I told him I'd had them in the past and had to be taken off them as I got a really bad



stomach. I didn't go into too much detail but I had been violently sick with them and caused bad stomach issues. He didn't seem to care and I was left at the end of the phone call feeling so low, in total agony, no empathy, compassion and totally helpless. I was gobsmacked at his comments.
It took over 24 hours to return our call
Call was answered quite quickly, spoke to politely, got a phone call back and an appointment to attend walk on clinic same day .
The only negative is that the Service was busy, so it took time to get through. Once through, everything was handled in a professional yet friendly manner, which really helped.
Having a violent cough throughout the night, the operator advice me to go to the chemist which they chose and contacted, informed them I would be visiting. Chemist sold me a spray that did my throat good for the time. However, I tested positive for covid, 6th May till 20th tested negative next three days. Thank you
I got service
Because i had a seizure and the man was not bothered at all. Said 2 hour wait for ambulance and to sit down. Not very good or helpful in an emergency situation.
I called regarding my 16 year old grandson having 13 nose bleeds in one day. And several nose bleeds over that week. I was advised to take him to North Tees, which was a complete waste of time for two reasons. First reason. North Tees don't deal with nose bleeds and I should have been advised to go to James Cook. And the second being that my grandson would have to actively be having a nose bleed for them to be able to see my grandson. All in all. A complete waste of petrol money
Very nice to talk to.
I was very satisfied she was very helpful and got an appointment with urgent care within an hour.
Helped me to find alternative medical help to pack my wound after a lump removal. My doctors refused to help.
The man explained everything very well.
Dealt with politely, efficiently.
In a desperate situation, they managed to resolve my issue and I saw my GP the same day.
They were helpful.
After waiting 6 hours in A&E I was told by doctor who received my [unreadable] at a distance that I had conjunctions I had a prescription now "go home"
Phone call too long.
Staff very helpful.
Call back from doctor who arranged a hospital appointment next day.
Received good info.
Because with the help I go.
My issue was dealt with reasonably quickly.
I was able to get an immediate appointment with 4 GP.
Good advice and treatment.
Professional and competence skilled NHS staff.
Problem solved.
Took too long to get through.
The wait to get through was 1 1/2 hour after that it all went smoothly.
It's true.
Concerns were dealt with professionally and a GP appointment was arranged for same day.
Dental problem - absolutely no help.
Prompt response - clear advice.
It was handled quickly & efficiently.
I had a very straightforward problem.



The questions I asked were answered in straightforward way.
I was dealt with very professional manner.
If I needed help, I would call 111. First and foremost I got the treatment I needed almost immediately. Thank you!
Very kind, young man answered call!
The time it took to get through almost 1 hour on 2nd attempt.
I was not sure if I could have a break in thumb/wrist.
I was advised to go to the nearest drop in centre at our local North Tyneside General Hospital. Where I would have an appointment. (Urgent treatment centre).
Because I found the service very good.
The operator was precise, clear, understanding.
Very good advice but took long to answer.
Helpful in every way and very understanding.
I was promptly given a doctor's appointment and admitted to hospital.
I was given an appointment at an urgent care centre 15 miles away from home. I had [unreadable] and there was no doctor on site. No meds could be given.
Because of they were quick and friendly service made me feel safe.
Give the information needed.
No doctor weekends. Needed antibiotics 111 arranged email to doctors for prescription to be collected.
Because your first advisor did not realise the medication, we required was a controlled drug.
Quick straight forward help and answer and explanations.
Quick and easy to advise.
I thought I might now have appointment with GP (my own) after reporting various medical problems but did not receive any response from my own GP at that time.
I didn't call NHS 111, they called me due to having raised cortisol level detected on bloods taken that morning.
The representative was very courteous and efficiency.
I was very satisfied with the NHS 111 service.
The person who answered was very professional and had empathy. He got me into hospital as soon as he could.
They really help me.
Felt more confident after advice given.
Quick, friendly, reassuring.
Helpful service.
Although I had a long wait I was kept informed of progress.
Very helpful and pleasant to talk to.
Polite and helpful staff.
Really quick and efficient
Problem was sorted but took some time and i suggested the way forward
Professional and informed advice.
Very responsive, great communication and a great help for advice
Very helpful as well as nice and polite. The lovely lady I spoke to managed to get me a doctors appointment the same day 😊
They were very professional and helpful very nice manner and did everything to help me
There is nothing.
Time to get through.



Helped as much as possible.
I was very pleased how helpful and caring, the person to whom I spoke to, was to me.
The person handling the call and advising me was very polite, helpful and caring.
They where just brilliant
Given wrong advise about a 1 year olds breathing
Over all service - good.
Happy with everything
Advice given and process arranged to progress a solution to my issue
I had am asthma attack they were so helpful
Excellent service - poor waiting time for call to be answered
Very compassionate and tried to be as helpful as they possibly could. Had they been there in person I'm certain they would have offered a different solution.
I was pleased with the response of the ambulance team.
Same same questions
The diagnosis was correct and therefore enabled speedy hospital treatment and recovery.
They were there when needed.
The way i was treated the gentleman i spoke to was very helpful knowledgeable very kind and supportive
I was very satisfied with the response I got and the help of the call handler was also very helpful
They were just do sympathetic to my issue
As previous answer
Prompt response, polite and friendly service, problem solved
I explained what was wrong but it was like it wasn't taking seriously enough, I was told I would get a call at 5:30pm I was not called until 3:30am which I didn't not answer because everyone was asleep.
I thought the service was helpful, delivered kindly & politely. Overall very satisfied.
The fact they put me through to the wrong people twice
Everything was fine and I have no complaints only praise.
Quick answering of call (although I have previously called beforehand and waited over 40 minutes so I guess it is at what point of the day or what day during the week you call as to how quick the call is answered). Quick referral to out of hours nurse, quick call back from out of hours nurse.
Already given earlier
Already mentioned. If I call with crippling pain Preventing me from walking I should have been offered transport.
Did not like wait time for answering phone
Satisfied
When talking to the person who answered my call offered no advice other than call back if resident deteriorates also didn't introduce herself or what type of professional she was ie a nurse etc I had one call back about three hours of my original call saying the doctor was too busy to call so to keep on waiting - further calls would have been helpful because if I was aware of it being a 12 hour delay in speaking to a doctor I would have sent the resident to A & E for a check up
The first experience was great. The second experience not so much. Given that they were for the same problem months apart, they can easily be compared. Instead of booking me into a GP for medication (like the first), the second told me to go to a Boots pharmacy for basic medication, instead of antibiotics — which solved my problem the first time around.
The doctors attitude to my problem was not compassionate
Staff were polite and friendly
Very helpful, courteous and professional.



At the hospital wasn't really clear where I had to go as there was 2 waiting areas
Found nearest chemist to me who would be open, arranged for me collect /pay for, what the pharmacist advised. At first, I thought it may have been tonsillitis.
Did not seem to care at all
111 is a great service. I was just upset that telling me to go to North Tees was a complete waste of time
All of it.
I was satisfied with everything the girl was very good explained everything and I had an appointment within an hour can't fault the 111 service.
I waited a long time for doctor to get back to me and then waited one hour for an appointment at the walk in centre.
The person was very polite, helped me as much as they could. Empathic to my problem.
Satisfied with the services.
Calm, efficient and compassionate help.
Everything was ok.
I saw several doctors and went to two hospitals, Q.E. [unreadable] R.V.I. n/c. Ambulance service was excellent. I went to Q.E. Gateshead Eye department GP then Q.E. then eye department R.V.I. n/c.
Pain in foot thought they could of made arrangements for x ray instead of waiting 3 days.
From the initial call to call back was about 8 hours.
Friendly staff and good service, good advice. Prompt treatment.
Call handler was understanding and could hear the difficulty I was having and reacted quickly.
Questions did not seem relevant to my problem though may be necessary to check not critical.
GP surgery advised me to ring 111 - problem not complicated - I feel they could have handled it just as well.
I found it easy to ask questions and understood one answers given to me.
Call back.
The conversation with the telephone operator was very helpful, they got me immediate attention. I was grateful to have my problem sorted.
Prescribed antibiotics but first 2 scripts were ineffective. Once correct antibiotic was prescribed the problem was solved.
They gave me details of which walk in centre has smallest queue.
Being a lot of help.
I had already spoke to GP who advised to ring 111. 111 went through Qs and was satisfied, did not need ambulance/ or further adv/advised speak to GP again, and I was able to get more help there.
Very polite gave me quick advice.
Speed of response was good.
It worked when I needed help. Correct referral and sepsis diagnosed.
Sent to Urgent Care Centre with no doctor on site.
Give sympathetic response to call.
Satisfied completely.
All aspects were dealt with very well.
Doctors' surgery only received part of information so did not know various other problems I mentioned. So, I was not referred.
Doctor was pleasant and helpful.
I was treated with dignity and respect and I think that [unreadable] a long way to me.
Call waiting times.
Really helpful.



Easily accessible.
Wait time was rather long - but understandable.
Professional approach coupled with a positive attitude.
Understanding of my complete medical condition.
Polite and helpful.
Worked well for me
Response times for ambulance was absolutely ridiculous
Need more people answering the phone .
Anything we could have done better?
Faster response.
To explain it better.
Make it easier to get through.
Everything was as I would expect.
Not tried to listen to a breathing issue over the phone
Just rang back quicker but you are busy and I understand that
Recruiting more staff to ensure even 111 calls are answered in a more timely manner. By doing so the pressures on current call handling staff would be reduced.
Send people to the correct clinic.
Response time for ambulance. Sadly supply and demand.
Improve call waiting time.
a call back within 2 hours would have been more suitable
The website could be better for call backs
I think we should have been referred to hospital not talk to a pharmacist. Err on the side of caution more?
Your agent should have been more informed about the status of the medication we required.
More accurate time instead of hours to wait.
Shorter response and medical knowledge
Supposed to be a 'fast track' for under 5's and there was not. Though I do think that everyone's phone call is important! Waiting time not very acceptable though I do appreciate resources are stretched. A and E not very happy if you arrive without calling 111 but sometimes you just have to go on instinct. What a pity most of the walk in centres are now not 'walk in' centres!
Don't presume that you know what is happening when you can't see how bad things are
Actually listen to the problem and direct me to the right place
Answer calls in an acceptable time frame (under 5 mins as a max).Inform your call handlers that they should be polite.
Offered patient transport. I couldn't afford a taxi and could not walk without assistance for more than a few steps. Offer assistance with mobility at the hospital.
Response times for answering need to be better
The Dr should have returned my call in a timely manner as the resident could have been extremely poorly by the time he did! Although I spent the whole night doing half hourly checks the doctor was putting the resident in danger by leaving almost 12 hours before calling back!
The second time round the operator should have been more like the first — taking the time to properly understand the situation so that a proper helpful solution could have been presented.
Doctor could of been more supportive and compassionate
Quicker response time
I don't like the script that they follow. I think it would be better to speak to a doctor or nurse
Probably nothing, as staffing is constrained by budgets.



Sent an ambulance
I wish I'd have been advised to go to the right hospital. Or nose bleeds are a regular problem. Our own urgent care centre would have been more convenient. I understand that there's nothing much could be done via a call
Call back earlier - 1.30 a.m. call back.
My call could have been answered quicker.
Have more staff to answer calls quicker.
Have more call centre operatives.
Suggest a dentist nearer than 4 hours by bus.
Questions very general while could be more specific about care in question.
Faster answering service.
Quicker to answer.
More information passed on to own local GP.
Definitely you need more call handlers as the time taken to answer the phone was too long.
Have more experienced staff deal with problems
More people answering the phones