



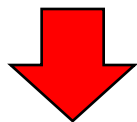
111 Service

Patient Survey Feedback

Month: June 2022



when it's less
urgent than 999



80.7%

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

Free text comments

Positive free text comments

Everything was helpful and made me feel confident I was being advised well

Felt as if the person I was talking to actually cared about my situation

Fantastic call handler gave a brilliant level of response thank you so much

Negative free text comments

Too busy. Long waiting times, not person's fault

Very delayed response time

Took 7 hours to get back to me

Number of responses

Online	21	Total: 155
Print	74	
Text	60	

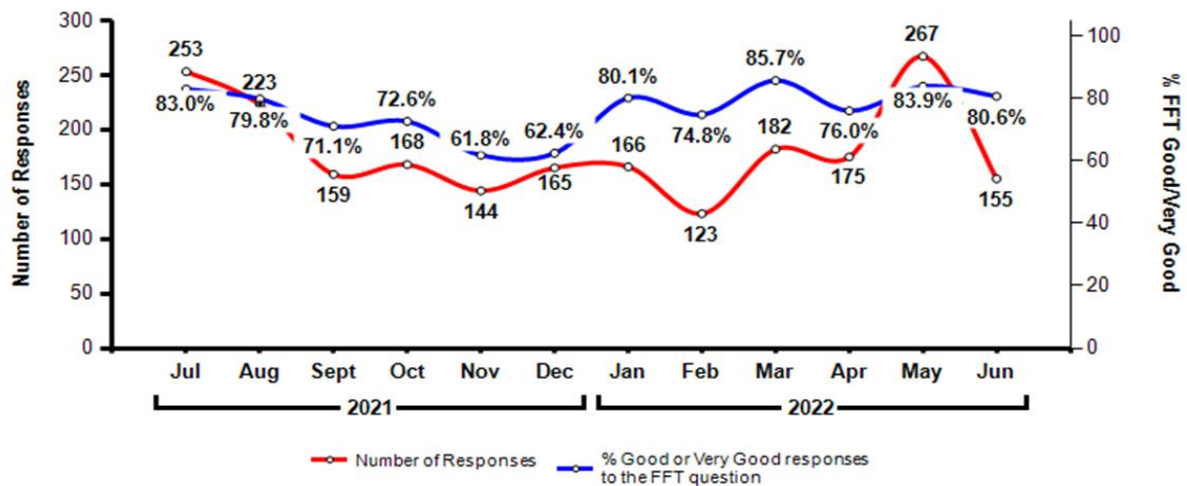


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	125	80.6%	-3.2
Very good	102	65.8%	+3.3
Good	23	14.8%	-6.5
Neither good nor poor	10	6.5%	+1.6
Poor	10	6.5%	+2
Very poor	10	6.5%	-0.3
Don't 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.

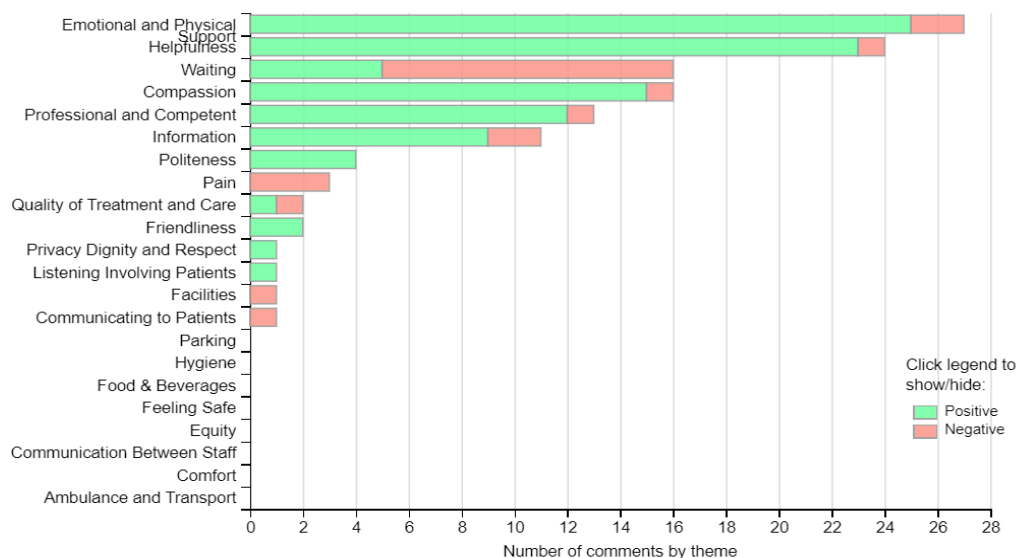
Survey trend graph

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	Poor	Very poor	Don't Know
Total	80.6%	12.9%	155	102	23	10	10	10	0
NHS County Durham CCG	83.8%	10.8%	37	25	6	2	3	1	0
NHS Newcastle Gateshead CCG	90.0%	0.0%	10	9	0	1	0	0	0
NHS North Tyneside CCG	50.0%	50.0%	4	2	0	0	0	2	0
NHS Northumberland CCG	73.9%	19.6%	46	23	11	3	5	4	0
NHS South Tyneside CCG	100.0%	0.0%	9	7	2	0	0	0	0
NHS Sunderland CCG	91.7%	0.0%	12	10	1	1	0	0	0
NHS Tees Valley CCG	87.5%	12.5%	16	12	2	0	1	1	0
No CCG	71.4%	14.3%	21	14	1	3	1	2	0

Free text comments

Very helpful
Everyone I spoke to were really helpful and understanding and sympathetic
couldn't wait 10 minutes for advice so rang an ambulance
Took 45mins to answer
I always get the medical help I need through 111
When I answered the question is this phone call for a child under 5 I said yes and it still went on about covid in an adult
My call was dealt with quickly and very efficiently and resulted in being seen at out of hours quickly
Was what i expected. They have to go through a series of questions that do not really apply to you and if your unwell you really cannot be bothered with all that.
Efficient service
Very helpful when I called and helped to have problem sorted out soon as possible
I was told to go to urgent treatment centre and they said that I should of been told to take co codamol and ibuprofen by 111
No waiting ,very helpful advisor ten out of ten
Because they were very helpful and gave the advice that I needed



The operator was very helpful and efficient, giving me all the information i needed to manage my condition. A hospital appointment was made for me, and they were very efficient too.
Your agent was helpful & the phone was answered early
The service was amazing and the call handler was lovely
I didn't get any help
Sent me to pharmacist
Felt as if the person I was talking to actually cared about my situation
Being a mother of 2 very young kids I thought of ringing 111 because I could not leave 2 little kids anywhere or waiting in an urgent care centre for hours on end, so my drs advised me to ring 111 for an appointment as it may need an xray because it was a wrist injury but instead I was told its nothing I would just need to care for it at home and ring back if it gets worse. I spent over 30 mins on the phone and felt like it was a waste of time. Why everything is just done reading and ticking off a script is just ridiculous. Why can people not be seen when they need to is just upsetting because it could make all the difference.
Sent help straight away
My mother is 89 years old & I knew her heath had suddenly deteriorated over the course of 24 hours & she was seriously ill. I spoke to the initial call-taker who declined to listen to me, insisting on speaking to my mother, who was in no fit state to answer so many questions. I was completely dissatisfied with the call taker. After approximately one hour the call taker advised me to visit a pharmacy. I did not accept this & used a technical term only known to 111 staff to advise him to transfer me to a clinician/GP. He did this & I spoke to both who were professional & helpful. My mother was immediately admitted to hospital where it was discovered that she had a DVT. I challenge anyone to listen to the initial call taker assessment.
Fantastic call handler gave a brilliant level of response thank you so much.
Very helpful staff nice friendly people
They were not able to help or advice at all
The ambulance crew have always been very thorough, patient and didn't make me feel I was a nuisance.
Received Advice and help a lot quicker than I thought I would
Very helpful staff who magicked an appointment for me on the day I called. Excellent
When my wife finally spoke to a medical person who called me back, we felt reassured. The person decided to send an ambulance which took me to hospital.
Pleasant phone staff, called me back when they said they would, helpful advice
Good response time. Staff were excellent well trained, thorough and courteous
Problem was delt with quickly
I was listened to and the call handler ensured I saw a GP at my own surgery on the same day
Quick & easy!!!Brilliant service at the hospital.
The operator answered my questions and gave good advice
Good sign posting evident in call
Because the person on the other end of phone took time listening and help me with me having hearing problem. I would use them again.
I was unable to get to my GP for urgent treatment due to suspected blood clot after knee surgery. I was treated professionally and very grateful for the help I was given.
Appointment provided for later that day.
Staff was very helpful, listening, kind and gentle.
In the last 7 weeks had very heavy nose bleeds which have lasted 40 - 45 minutes, very distressing, advised to go to A&E, which is another 45 minutes away, was not sure if 111 understand distress.
The person I spoke to was kind and understanding.
When using a telephone, I do not wish to be given an electronic message asking me to use a computer. I wish to...[on form continued on Q3 speak.....



Both the nurse and the Dr were very helpful.
Very delayed response time.
The lady I spoke to was lovely, caring, sympathetic. As I was told by receptionist at our GP, she would not make me any appointment now or in future.
Worried about eye infection. Becoming more sore + causing eye to close.
She was easy to talk to and seemed concerned.
Self-explanatory.
They offered all the help I needed.
I rang about my worsening health issue around 11 am on a Monday morning - was told I would get call back within 12 hours. I got call back 05:20 hours on the Tuesday morning on my mobile.
The person was very kind, and I had a person plan within 1 hour.
Because I had no reason to complain about my visit to the Q.E.H Gateshead.
Patient felt very ill.
Felt very confident on the advice given.
Politeness and efficiency. Very mannerly.
Took 7 hours to get back to me.
I didn't phone 111. The nursing home I am resident in must have phoned and I am unable to complete this survey.
Staff did as much as possible to help.
Most NHS are useless.
Sound advice.
Because they were here so fast. (Ambulance service)
I rang 111 so that they could make an " urgent referral" to a medical professional regarding treatments for Covid 19 following a positive test as advised in a letter from NHS England.
I asked for help & you gave it.
Because they were able to arrange a prescription for me to collect.
Immediate response. Efficient result.
It was all good
Sometimes the 111 service is quicker than getting seen by a Dr.
Satisfied by the lady I spoke to dissatisfied but the time I waited for a child
Particularly pleased with how quickly we were seen at the out of hours.
Advice given was to the knowledge of what I knew anyways and she/he was very helpful with dealing with the matter as I know the hospitals are run with any amount of work and are understaffed also I didn't want to be a hinderance as they possibly could of been someone worse off than me but I'd put up with the pain for two months and also been awake since 1am till 5 am with the issue!
Everything was helpful and made me feel confident I was being advised well
I was dissatisfied with the first dentist that I contacted they weren't willing to see me unless I payed for private treatment which would of been about £130 but having contacted 111 again they gave me another contact to call.
Very satisfied with the help of the agent
The call handler
Clear and concise instructions as to what the next step would be
Glad they were there as I was in pain and getting worse and I couldn't even get my GP practice to answer my call



The paramedics who came to our house were absolutely outstanding. They were amazing with my little boy and made him aware of what they were doing without scaring him. The advice they gave after checking patient was very helpful.
Initial call taker assessment & attitude was disgraceful. My mother would probably have died if I had accepted his advice. Clinician & GP professional & helpful, giving life-saving advice.
How she managed to get me an appointment that was with a short period of time
The call waiting time and the amount of times to call before an answer
The polite and helpful operator who showed compassion and carried out her duties diligently.
I was treated with kindness and dignity, having just been discharged from being inpatient at cramlington I wasn't keen to return
Too many questions asking the same thing
See previous comments. Your telephone pathway messages need to be reviewed and updated.
too long to get through
I had Covid and was treated as if my issue was cardiac
Manner of the call handler and onward referral
I did get a call off blaydon health centre saying my son had a fracture but the QE said he didn't. Was a bit confusing but not complaining that it wasn't fractured. Was a nightmare to ring up to find out what we needed to do next think I got put threw to 6 difo people.
Good advice
Some of the questions are strange but suppose there is a requirement to cover all aspects
They kept in touch with me while I was waiting for a call back.
As said overleaf. The service took the worry of the situation away. I felt the person I spoke to very compassionate and helpful.
Hospital referred to their urgent care clinic referred me to A&E.
How kind staff was.
I couldn't fault it.
100 % caring lady.
First time I'd used the service was directed to by GP surgery who were closing. Found outcome exactly as I'd hoped.
I was directed to a hospital where I am not satisfied with the " care" given.
No treatment / referral to pharmacy for electronic prescription.
I was very satisfied with the nurse who answered my call, and then, my call back with the doctor, and my appointment.
They gave no advice and told me a doctor would phone me he did 7 hours later.
Too busy. Long waiting times, not person's fault.
I was referred to CMDU Cramlington who called me regarding treatment.
They came when called.

Anything we could have done better?

you need funding for more staffing
Quicker appointments Quicker waiting time on the phone
Shorten the length the lady speaks about covid and the repeating of it
Possibly answer the phone quicker
To skip all the unnecessary question. The person asking them is not medically trained and admitted that a lot of the questions do not apply to you.
Give better advice
Get appointment with doctor



Listened to relative who wasn't elderly & seriously ill.
Answer the phones quicker could be more useful
Answering the call faster than 30 minutes!
I think the call should start with the question that finds out if its an emergency that need 999. Not this call, but a previous one I rang about someone else and I did not realise how serious it was, by the time we had gone through all the bleeding etc questions it could have been too late. Eventually 111 asked what was wrong, i said the patient had gone puffy and swollen and then they called the ambulance who were there in 3 minutes, any later and they said the patient would have been dead from wind pipe closed off by the swelling (allergic reaction). If thy asked what was wrong first, they would have sent the ambulance straight away.
Wait times to get through to somebody
I am 80 + years old and found following the telephone instructions very confusing.
Speak to a 111 operator directly, allowing for the volume of calls the service is handling.
Hire more staff.
Give the patients the hospital they choose if possible.
A local person with the same dialect would be helpful.
Suggest a paramedic visit.
Told me to just ring 999.
Long wait for call back.
Not such a long wait for telephone operator to call back.
Let me tell you why I was ringing before asking me to answer a lot of questions which were no relevant to my situation.