

111 Service

Quarter 1, 2022-23



Patient Survey Summary

Responses: 597

Questions	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarterly Trend	Annual Trend	
	<p><input checked="" type="radio"/> Improved by 5%</p> <p><input checked="" type="radio"/> Declined by 5%</p> <p><input type="radio"/> Less than 5% change</p>							
Thinking of the 111 service we provide. Overall how was your experience of the service?	83.3	78.9	65.8	80.9	80.7	<input type="radio"/>	77.0	<input type="radio"/>
How helpful was the advice given by the 111 service? (please tick one only)	85.2	82.6	78.9	84.7	82.3	<input type="radio"/>	82.2	<input type="radio"/>
Did you follow the advice given by the 111 service? (please tick one only)	94.3	91.8	90.8	93.0	89.9	<input type="radio"/>	91.3	<input type="radio"/>
The 111 service dealt with my problem quickly	79.5	72.9	64.9	74.7	76.0	<input type="radio"/>	72.4	<input type="radio"/>
The advice I was given by the 111 service worked well in practice	80.1	76.6	72.8	77.3	77.4	<input type="radio"/>	76.1	<input type="radio"/>
The 111 service helped me to make contact with the right health service	83.0	79.4	75.8	80.6	79.0	<input type="radio"/>	78.7	<input type="radio"/>
The treatment I received at the health service I was referred to was good	81.5	77.6	74.3	79.6	77.3	<input type="radio"/>	77.2	<input type="radio"/>
Using the 111 service reassured me	79.2	76.2	72.4	79.3	77.8	<input type="radio"/>	76.4	<input type="radio"/>
The person managing my call was helpful	86.7	83.0	80.5	85.6	84.8	<input type="radio"/>	83.5	<input type="radio"/>
I was confident of the ability of the person managing my call	84.6	81.4	78.5	83.6	81.9	<input type="radio"/>	81.4	<input type="radio"/>
The person managing my call was kind and compassionate	86.8	84.1	82.3	85.9	85.3	<input type="radio"/>	84.4	<input type="radio"/>
The person managing my call treated me with dignity and respect	88.3	85.6	84.8	87.3	87.3	<input type="radio"/>	86.2	<input type="radio"/>
If called back the advice and guidance given by that person who called me back was useful	82.3	79.8	73.5	79.7	77.8	<input type="radio"/>	77.8	<input type="radio"/>
Are you clear about when to use the 111 service instead of another service?	96.3	95.8	96.2	96.4	96.6	<input type="radio"/>	96.2	<input type="radio"/>
If you faced a similar health problem in the future would you call the 111 service?	88.8	87.3	81.4	88.4	86.5	<input type="radio"/>	86.0	<input type="radio"/>

Executive Summary

Using a rolling average of the last 12 months all of the indicators are within a 5% tolerance rate.

Using a direct year on year comparison all indicators have decreased slightly, 0 have decreased by more than 5%:

Quarterly Analysis

In Q1 2022-23 we have collected 597 responses, which is 125 more than the previous quarter (472).

The FFT very good/good score is 80.7%, which is 0.2%% less than the previous quarter (80.9%).

11 areas decreased slightly compared to the previous quarter, 3 areas improved slightly and one area remained the same, no areas increased or decreased by more than 5%

Areas to keep under review are:

- How helpful was the advice given by the 111 service? 82.3% (-2.4%)
- Did you follow the advice given by the 111 service? 89.9% (-3.1%)
- I was confident of the ability of the person managing my call 81.9% (-2.5%)

CCG data

The CCG data shows that overall across all CCGs, 9 questions scored 80% or were above the benchmark, whilst six scored below the 80% benchmark. These areas to keep under review are:

- The 111 service dealt with my problem quickly 76%
- The treatment I received at the health service I was referred to was good 77%
- The advice I was given by the 111 service worked well in practice 77%

3 CCG areas scored below 75% for one or more indicator.

North Tyneside CCG scored below 70% on 2 indicators, however the responses in this area were low compared to others which may skew the results slightly

There were three indicators that scored above the 80% benchmark across all CCGs, these were:

- Did you follow the advice given by the 111 service?
- The person managing my call treated me with dignity and respect
- Are you clear about when to use the 111 service instead of another service?

Three main positive sentiment themes were: Emotional and Physical Support; Compassion and Helpfulness.

Three main negative sentiment themes were:

- Waiting
- Emotional and Physical Support
- Communicating to patients

Demographic Analysis

The number of respondents for some groups are low and not representative. This is especially true for ethnic minorities (8 responses, 1.3%) and white other (5 responses, 0.8%), which have not been included in the analysis.

In terms of other the respondents' other demographic descriptors, the following can be seen:

- **Gender:** 30.0% male and 49.3% female
- **Age:** 4.2% under 25, 9.1% 25-44, 18.3% 45-64, 40.4% 65-84 and 7.7% 85+
- **Ethnicity:** 1.3% ethnic minorities, 78.6% white British and 0.8% white other
- **Disability:** 38.9% disabled and 37.5% non-disabled
- **Faith:** 17.8% atheist/no faith, 55.4% Christian and 4.4% non-Christian
- **Sexuality:** 71.5% heterosexual and 1.8% LGB

The main question asked was "Thinking of the 111 service we provide. Overall how was your experience of the service?" Overall, most respondents had a "positive" response (80.7%, +3.7 from the last quarter). This was rated lowest by under 25s (60.0%), 25-44 (70.4%) and atheist/no faith (67.9%) groups. The positive rating was higher for 65-84 (87.6%), 85+ (89.1%) and LGB (100%, 11 responses). For other questions, see below:

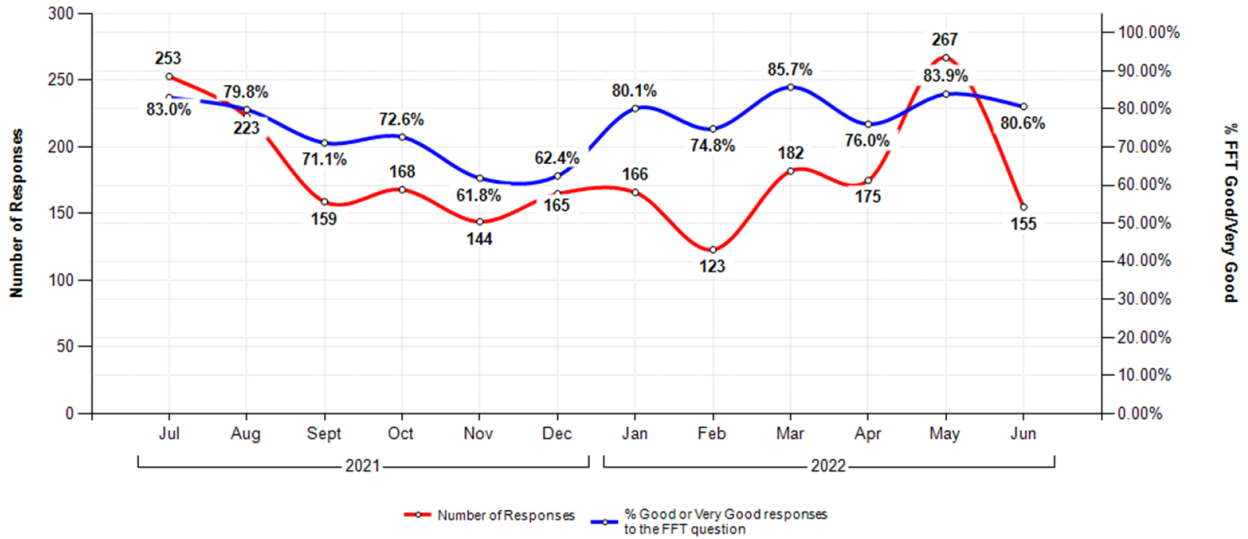
- **How helpful was the advice given by the 111 service?** Most (86.4%, +1.7% from last quarter) selected "very helpful" or "quite helpful". This was rated lowest amongst under 25s (76.0%) and 25-44 (75.0%). "not helpful at all" or "not very helpful" was rated highest by most by under 25s (24.0%, 6 responses), 25-44 (25.0%) and atheist no faith (19.4%), with non-Christian's rating this lowest (3.8%, 1 response), compared to an average of 13.6%.
- **The call handler was kind and compassionate.** Most (88.4%, +2.5% from last quarter) selected "strongly agree" or "agree". This was rated lowest by under 25s (80.0%). "disagree" and "strongly disagree" were rated highest by under 25s (12.0%, 3 responses), compared to an average of 4.7%.
- **The call back advice given was useful.** Most (77.3%, +1.7% from last quarter) selected "strongly agree" or "agree". This was rated lowest among 25-44 (62.5%) and 45-64 (69.6%) but highest amongst 65-84 (87.5%) and Christian (82.9%). "disagree" or "strongly disagree" was rated highest by 25-44 (20.9%, 10 responses) and atheist/no faith (16.2%, 12 responses) but rated lowest by 65-84 (4.0%, 6 responses) and non-Christian (4.8%, 1 responses), compared to an average of 10.5%.
- **The person managing my call treated me with dignity and respect.** Most (90.2%, +3.6% from last quarter) selected "strongly agree" or "agree". There was no significant differences in responses by demographic.
- **The person managing my call was helpful.** Most (87.9%, +2.5% from last quarter) selected "strongly agree" or "agree". This was rated lowest by 45-64 (81.7%) but was rated highest by LGB (100%, 11 responses). "disagree" or "strongly disagree" were selected most by under 25s (12%, 3 responses) and 25-44 (13.5%, 7 responses), with non-Christians and LGB not selecting this at all (0.0% each), compared to 6.8% average.
- **I was confident of the ability of the person managing my call.** Most (83.0%, -0.7% from last quarter) selected "strongly agree" or "agree". This was rated lowest by under 25s (68.0%) and atheist/no faith (75.0%) but was rated highest by non-Christians (88.0%). "disagree" or "strongly disagree" were selected most by under 25s (12.0%, 3

responses), 25-44 (17.3%, 9 responses) and atheist/no faith (13.0%, 13 responses), compared 6.9% average.

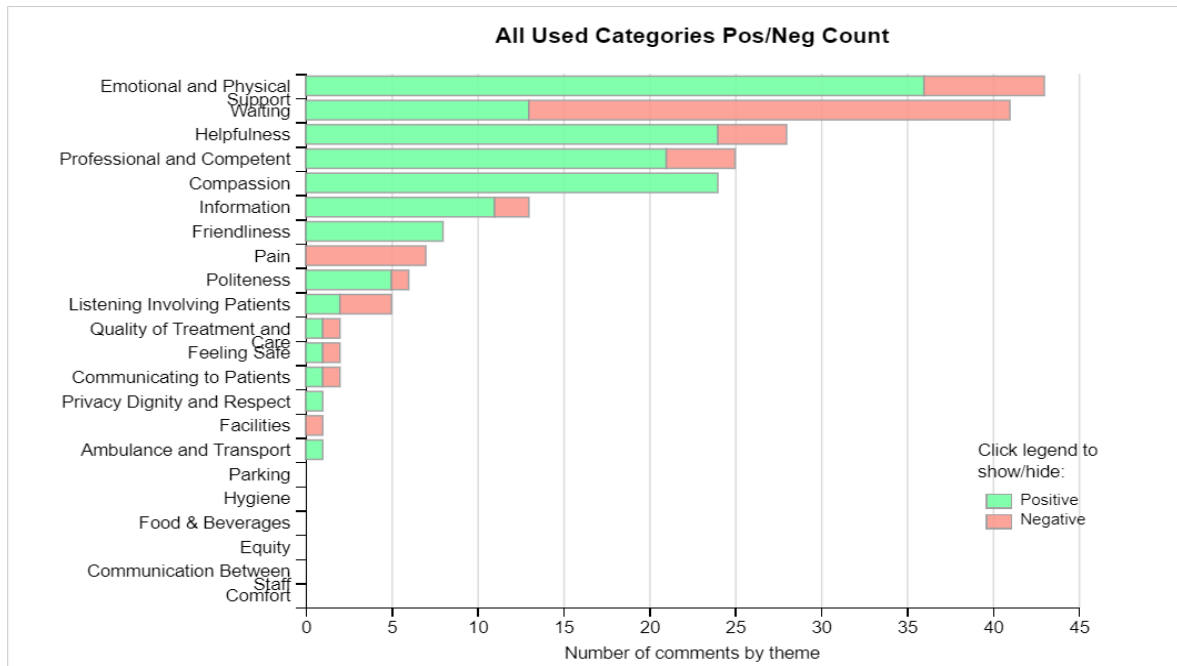
- **Using the 111 service reassured me.** Most (78.3%, +3.2% from last quarter) selected “strongly agree” or “agree”. This was rated lowest by under 25s (54.1%), 25-44 (63.5%) and 45-64 (69.5%) but was rated highest by 65-84 (87.8%), Christian (83.5%) and non-Christian (84.0%). “disagree” or “strongly disagree” were selected most by under 25s (20.8%, 5 responses), 45-64 (17.1%) and atheist/no faith (18.0%) but lowest among 65-84 (4.8%) and non-Christian (4.0%, 1 response), compared 11.3% average.
- **The 111 service helped me to make contact with the right health service.** Most (80.7%, -0.1% from last quarter) selected “strongly agree” or “agree”. This was rated lowest by under 25s (64.0%), 25-44 (71.2%) and atheist/no faith (71.6%) but was rated highest by 65-84 (87.3%). “disagree” or “strongly disagree” were selected most by under 25s (24.0%, 6 responses) and atheist/no faith (15.7%) but lowest by 85+ (2.3%, 1 response), compared to 9.9% average.
- **The treatment I received at the health service I was referred to was good.** Most (79.7%, +0.7% from last quarter) selected “strongly agree” or “agree”. This was rated lowest by under 25s (60.0%), 25-44 (72.5%), atheist/no faith (70.0%) and LGB (70.0%) but was rated highest by 65-84 (85.0%) and 85+ (86.6%). “disagree” or “strongly disagree” were selected most by 25-44 (19.6%, 10 responses) and LGB (20.0%, 2 responses) but lowest among non-Christian (4.2%, 1 response), compared to 12.3% average.
- **The advice I was given by the 111 service worked well in practice.** Most (78.5%, +2.7% from last quarter) selected “strongly agree” or “agree”. This was rated lowest by under 25s (60.0%), 25-44 (68.6%), 45-64 (70.9%) and atheist/no faith (65.4%) but highest by 65-84 (85.6%), 85+ (86.7%), Christian (83.6%), non-Christian (88.0%) and LGB (90.9%). “disagree” or “strongly disagree” were selected most by under 25s (16%, 4 responses), 25-44 (27.3%, 10 responses) and atheist/no faith (15.8%) but lowest among non-Christian (0.0%) and LGB (0.0%), compared to 9.9% average.
- **The 111 service dealt with my problem quickly.** Most (76.9%, +6.5% from last quarter) selected “strongly agree” or “agree”. This was rated lowest by under 25s (52.0%), 25-44 (64.7%) and atheist/no faith (67.0%), but was rated highest by 65-84 (84.6%) and LGB (91.0%). “disagree” or “strongly disagree” were selected most by under 25 (28.0%, 7 responses), 25-44 (27.4%) and atheist/no faith (21.4%) but lowest among 65-84 (7.3%) non-Christian (7.6%, 2 responses) and LGB (0.0%), compared to 13.7% average.
- **Are you clear about when to use the 111 service instead of another service?** “Yes” was selected most (94.4%, +3.1% from last quarter). This was rated highest by LGB (100%, 11 responses) and white other (100.0%). “No” was selected the most by non-Christians (11.5%, 3 responses), compared to an average of 4.3%.
- **If you faced a similar health problem in the future would you call the 111 service?** “Yes” was selected most (82.8%, +1.5% from last quarter). This was rated lowest by under 25s (69.6%), 25-44 (72.2%) and atheist/no faith (74.0%) but highest by 65-84 (88.1%), non-Christian (88.0%) and LGB (100%). “No” was selected most by under 25s (17.4%, 4 responses) but selected least by LGB (0.0%), compared to 7.3% average.

Survey trend graph

FFT Trend Graph



Sentiment Analysis



Quarterly heat map legend

Can't add in figures yet due to a system error

Heat Map

Showing: Survey results for chosen service, broken down by CCG, Resource Base and Cluster.

- Above benchmark
- 1-5 points below benchmark
- More than 5 points below benchmark

Survey: 111 survey
Start Date: 01/01/2022
End Date: 31/03/2022

Quarterly Heat Map

Resource CCG	Responses	Thinking of the 111 service we provide. Overall how was your experience of the service?	How helpful was the advice given by the 111 service? (please tick one only)	Did you follow the advice given by the 111 service? (please tick one only)	The 111 service dealt with my problem quickly	The advice I was given by the 111 service worked well in practice	The 111 service helped me to make contact with the right health service	The treatment I received at the health service I was referred to was good	Using the 111 service reassured me	The person managing my call was helpful	I was confident of the ability of the person managing my call	The person managing my call was kind and compassionate	The person managing my call treated me with dignity and respect	If called back the advice and guidance given by that person who called me back was useful	Are you clear about when to use the 111 service instead of another service?	If you faced a similar health problem in the future would you call the 111 service?	Overall
Resource CCG Score	475	80	85	93	75	77	81	80	79	86	84	86	87	80	96	88	84
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham CCG	115	76	81	91	71	72	78	77	76	81	77	83	85	78	98	86	81
NHS Newcastle Gateshead CCG	60	78	88	94	74	80	84	84	81	87	86	86	87	85	98	92	86
NHS North Tyneside CCG	40	88	87	93	79	79	81	77	84	88	88	90	90	84	94	88	86
NHS Northumberland CCG	65	76	83	92	73	79	83	78	76	86	84	84	86	83	92	83	82
NHS South Tyneside CCG	15	93	76	93	79	68	68	69	79	84	86	84	84	90	96	92	83
NHS Sunderland CCG	30	77	84	91	68	80	78	83	79	88	88	88	90	71	100	83	84
NHS Tees Valley CCG	81	83	88	97	81	82	83	83	83	89	85	88	89	79	95	92	87
No CCG	69	86	86	91	74	75	81	79	79	85	84	86	87	72	97	90	84

Please note: We select a random sample of patients to receive a survey from each area. Our respondent profile reflects those who return surveys, therefore some CCG's do not have a significant number of responses which can result in a small number of negative responses significantly impacting on satisfaction rating

Demographic Breakdown Quarter 1 2022/23

Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Overall how satisfied or dissatisfied were you with the NHS 111 service (please choose one)	Positive	80.7%	81.8%	82.3%	60.0%	70.4%	76.1%	87.6%	89.1%	87.5%	81.9%	60.0%	83.2%	79.9%	67.9%	86.4%	84.6%	81.5%	100.0%
	Negative	12.9%	11.6%	13.6%	24.0%	24.1%	16.5%	8.7%	8.7%	12.5%	13.2%	20.0%	10.8%	15.6%	22.6%	10.6%	0.0%	13.1%	0.0%
	Total	597	181	294	25	54	109	241	46	8	469	5	232	224	106	331	26	427	11
How helpful was the advice given by the 111 service? (please tick one only)	Very helpful	67.3%	68.7%	68.7%	44.0%	55.8%	65.4%	74.5%	69.6%	37.5%	68.9%	60.0%	71.0%	66.2%	57.3%	73.2%	65.4%	70.4%	72.7%
	Quite helpful	19.1%	21.8%	16.8%	32.0%	19.2%	17.8%	18.4%	19.6%	25.0%	18.6%	40.0%	16.5%	21.5%	23.3%	16.5%	30.8%	17.8%	18.2%
	Not very helpful	7.4%	5.6%	7.6%	20.0%	13.5%	9.3%	3.3%	4.3%	25.0%	6.7%	0.0%	6.5%	6.8%	10.7%	5.2%	3.8%	6.4%	9.1%
	Not helpful at all	6.2%	3.9%	6.9%	4.0%	11.5%	7.5%	3.8%	6.5%	12.5%	5.8%	0.0%	6.1%	5.5%	8.7%	5.2%	0.0%	5.5%	0.0%
	Total	514	179	291	25	52	107	239	46	8	463	5	231	219	103	328	26	422	11
Did you follow the advice given by the 111 service? (please tick one only)	Yes all of it	84.2%	87.0%	84.1%	79.2%	81.5%	80.4%	88.5%	82.6%	87.5%	85.4%	20.0%	84.3%	86.2%	80.2%	86.5%	84.6%	84.7%	100.0%
	Yes some of it	11.4%	10.7%	11.4%	16.7%	16.7%	14.0%	9.0%	10.9%	0.0%	10.9%	80.0%	10.5%	11.5%	11.9%	10.7%	15.4%	11.7%	0.0%
	No none of it	4.3%	2.3%	4.5%	4.2%	1.9%	5.6%	2.6%	6.5%	12.5%	3.7%	0.0%	5.2%	2.3%	7.9%	2.8%	0.0%	3.6%	0.0%
	Total	507	177	289	24	54	107	234	46	8	460	5	229	218	101	327	26	419	11
If you did not follow the advice why was this? (please tick one only)	I did not agree with the advice	7.7%	4.5%	9.0%	0.0%	7.1%	6.5%	10.9%	0.0%	0.0%	7.6%	0.0%	5.4%	9.4%	5.3%	9.5%	0.0%	8.1%	0.0%
	I did not understand the advice	3.5%	6.8%	2.6%	0.0%	3.6%	3.2%	6.5%	0.0%	33.3%	2.5%	20.0%	3.6%	1.6%	0.0%	4.1%	20.0%	2.7%	33.3%
	I tried to follow the advice but it did not work	19.0%	18.2%	16.7%	41.7%	17.9%	16.1%	10.9%	14.3%	33.3%	16.1%	40.0%	10.7%	21.9%	31.6%	12.2%	0.0%	18.0%	0.0%

	I was unable to follow the advice	9.2%	2.3%	12.8%	0.0%	10.7%	9.7%	10.9%	0.0%	0.0%	9.3%	0.0%	14.3%	4.7%	7.9%	10.8%	0.0%	9.9%	0.0%
	Other	60.6%	68.2%	59.0%	58.3%	60.7%	64.5%	60.9%	85.7%	33.3%	64.4%	40.0%	66.1%	62.5%	55.3%	63.5%	80.0%	61.3%	66.7%
	Total	142	44	78	12	28	31	46	7	3	118	5	56	64	38	74	10	111	3
As a result of calling the 111 service and the advice / care given was your: (please tick one only)	Problem resolved	46.9%	46.2%	47.7%	25.0%	35.2%	34.0%	57.2%	54.5%	25.0%	47.7%	20.0%	45.1%	48.8%	35.9%	50.6%	48.0%	47.2%	27.3%
	Problem improved	26.0%	29.5%	23.5%	20.8%	24.1%	23.6%	25.3%	34.1%	25.0%	25.3%	60.0%	28.6%	22.8%	21.4%	26.7%	24.0%	25.7%	27.3%
	Problem remained the same	23.7%	22.0%	25.6%	45.8%	31.5%	36.8%	17.5%	11.4%	50.0%	24.2%	20.0%	23.7%	25.1%	37.9%	20.4%	24.0%	24.5%	27.3%
	Problem worsened	3.4%	2.3%	3.2%	8.3%	9.3%	5.7%	0.0%	0.0%	0.0%	2.9%	0.0%	2.7%	3.3%	4.9%	2.2%	4.0%	2.7%	18.2%
	Total	493	173	285	24	54	106	229	44	8	451	5	224	215	103	318	25	413	11
The person managing my call treated me with dignity and respect	Strongly agree	63.4%	58.0%	68.1%	72.0%	65.4%	64.4%	62.7%	62.2%	25.0%	64.3%	60.0%	64.0%	66.2%	65.7%	65.5%	48.0%	64.9%	72.7%
	Agree	26.8%	32.8%	22.5%	16.0%	21.2%	21.2%	31.8%	26.7%	50.0%	26.2%	40.0%	28.4%	23.6%	22.5%	26.7%	40.0%	26.6%	18.2%
	Neither agree or disagree	7.3%	7.5%	6.7%	8.0%	11.5%	9.6%	3.9%	11.1%	12.5%	7.0%	0.0%	5.3%	7.4%	7.8%	5.9%	12.0%	6.1%	9.1%
	Disagree	0.4%	0.6%	0.4%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.9%	1.0%	0.0%	0.0%	0.2%	0.0%
	Strongly disagree	2.1%	1.1%	2.5%	4.0%	1.9%	2.9%	1.7%	0.0%	12.5%	2.0%	0.0%	2.2%	1.9%	2.9%	1.9%	0.0%	2.2%	0.0%
	Total	481	174	285	25	52	104	233	45	8	454	5	225	216	102	322	25	413	11
The person managing my call was kind and compassionate	Strongly agree	60.8%	55.7%	65.5%	64.0%	67.3%	62.9%	60.9%	52.2%	37.5%	61.6%	60.0%	61.2%	63.8%	62.7%	63.2%	48.0%	62.5%	81.8%
	Agree	27.6%	33.0%	23.7%	16.0%	19.2%	22.9%	31.1%	37.0%	50.0%	27.1%	40.0%	28.6%	25.7%	21.6%	27.6%	40.0%	27.2%	9.1%
	Neither agree or disagree	6.8%	8.5%	5.6%	8.0%	3.8%	7.6%	6.0%	10.9%	0.0%	7.0%	0.0%	6.2%	5.5%	6.9%	6.1%	12.0%	6.3%	9.1%
	Disagree	1.2%	0.6%	1.4%	4.0%	5.8%	1.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.9%	1.4%	2.9%	0.6%	0.0%	1.0%	0.0%
	Strongly disagree	3.5%	2.3%	3.8%	8.0%	3.8%	5.7%	2.1%	0.0%	12.5%	3.3%	0.0%	3.1%	3.7%	5.9%	2.5%	0.0%	3.1%	0.0%
	Total	485	176	287	25	52	105	235	46	8	458	5	227	218	102	326	25	416	11
I was confident of the ability of the person managing my call	Strongly agree	56.1%	51.7%	59.5%	52.0%	55.8%	57.8%	57.2%	51.1%	25.0%	56.7%	60.0%	56.0%	59.0%	51.0%	59.1%	52.0%	57.8%	63.6%
	Agree	26.9%	31.3%	24.3%	16.0%	21.2%	21.6%	30.5%	33.3%	25.0%	26.6%	40.0%	26.7%	25.3%	24.0%	27.1%	36.0%	26.3%	18.2%
	Neither agree or disagree	10.1%	12.5%	8.1%	20.0%	5.8%	11.8%	9.3%	8.9%	25.0%	10.1%	0.0%	11.6%	7.8%	12.0%	9.2%	8.0%	9.6%	9.1%
	Disagree	2.3%	1.7%	2.8%	4.0%	9.6%	1.0%	0.4%	6.7%	12.5%	2.2%	0.0%	1.8%	2.8%	5.0%	1.2%	4.0%	1.9%	9.1%
	Strongly disagree	4.6%	2.8%	5.3%	8.0%	7.7%	7.8%	2.5%	0.0%	12.5%	4.4%	0.0%	4.0%	5.1%	8.0%	3.4%	0.0%	4.3%	0.0%
	Total	483	176	284	25	52	102	236	45	8	455	5	225	217	100	325	25	415	11
	Strongly agree	62.2%	59.3%	64.7%	64.0%	65.4%	62.5%	63.6%	50.0%	37.5%	62.7%	60.0%	60.2%	66.7%	57.4%	65.1%	56.0%	63.5%	81.8%

The person managing my call was helpful	Agree	25.7%	27.1%	25.2%	20.0%	19.2%	19.2%	28.4%	41.3%	37.5%	25.3%	40.0%	26.5%	23.7%	26.7%	25.1%	36.0%	24.8%	18.2%
	Neither agree or disagree	5.3%	7.9%	2.8%	4.0%	1.9%	9.6%	3.8%	4.3%	12.5%	5.2%	0.0%	6.6%	2.7%	4.0%	4.6%	8.0%	5.3%	0.0%
	Disagree	2.7%	2.8%	2.8%	4.0%	7.7%	1.0%	2.1%	4.3%	0.0%	2.8%	0.0%	2.7%	3.2%	5.0%	2.4%	0.0%	3.1%	0.0%
	Strongly disagree	4.1%	2.8%	4.5%	8.0%	5.8%	7.7%	2.1%	0.0%	12.5%	3.9%	0.0%	4.0%	3.7%	6.9%	2.8%	0.0%	3.4%	0.0%
	Total	487	177	286	25	52	104	236	46	8	458	5	226	219	101	327	25	416	11
If called back the advice and guidance given by that person who called me back was useful	Strongly agree	50.6%	44.7%	55.0%	57.1%	45.8%	50.6%	56.6%	28.1%	16.7%	51.1%	60.0%	49.4%	53.1%	44.6%	55.4%	38.1%	52.1%	40.0%
	Agree	26.7%	31.7%	23.9%	14.3%	16.7%	19.0%	30.9%	50.0%	33.3%	26.1%	40.0%	27.2%	24.4%	18.9%	27.5%	38.1%	25.1%	30.0%
	Neither agree or disagree	12.2%	17.9%	9.1%	14.3%	16.7%	19.0%	8.6%	9.4%	16.7%	12.8%	0.0%	13.6%	12.5%	20.3%	9.4%	19.0%	13.2%	20.0%
	Disagree	4.5%	2.4%	4.8%	9.5%	16.7%	1.3%	0.7%	6.3%	33.3%	4.0%	0.0%	3.1%	5.0%	8.1%	2.6%	4.8%	4.0%	10.0%
	Strongly disagree	6.0%	3.3%	7.2%	4.8%	4.2%	10.1%	3.3%	6.3%	0.0%	6.1%	0.0%	6.8%	5.0%	8.1%	5.2%	0.0%	5.6%	0.0%
	Total	352	123	209	21	48	79	152	32	6	329	5	162	160	74	233	21	303	10
Using the 111 service reassured me	Strongly agree	51.6%	46.8%	54.2%	45.8%	50.0%	52.4%	53.0%	44.4%	25.0%	51.6%	60.0%	48.2%	55.9%	46.0%	54.8%	36.0%	53.3%	54.5%
	Agree	26.7%	31.6%	24.8%	8.3%	13.5%	17.1%	34.8%	37.8%	25.0%	27.3%	0.0%	31.0%	21.6%	17.0%	28.7%	48.0%	26.3%	27.3%
	Neither agree or disagree	10.4%	13.5%	8.7%	25.0%	15.4%	13.3%	7.4%	8.9%	12.5%	10.2%	40.0%	10.6%	10.8%	19.0%	7.8%	12.0%	10.2%	9.1%
	Disagree	4.0%	2.9%	3.8%	8.3%	9.6%	5.7%	0.9%	4.4%	25.0%	3.6%	0.0%	3.1%	4.7%	5.0%	2.8%	4.0%	3.2%	9.1%
	Strongly disagree	7.3%	5.3%	8.4%	12.5%	11.5%	11.4%	3.9%	4.4%	12.5%	7.3%	0.0%	7.1%	7.0%	13.0%	5.9%	0.0%	7.1%	0.0%
	Total	479	171	286	24	52	105	230	45	8	450	5	226	213	100	321	25	411	11
The treatment I received at the health service I was referred to was good	Strongly agree	49.3%	46.5%	50.5%	36.0%	39.2%	54.4%	51.1%	44.4%	28.6%	49.6%	20.0%	46.4%	51.9%	45.0%	51.3%	37.5%	49.6%	40.0%
	Agree	30.4%	33.1%	30.1%	24.0%	33.3%	20.4%	33.9%	42.2%	42.9%	30.9%	20.0%	32.7%	28.8%	25.0%	31.8%	45.8%	30.0%	30.0%
	Neither agree or disagree	8.0%	9.3%	7.2%	28.0%	7.8%	8.7%	6.6%	4.4%	0.0%	7.4%	60.0%	7.7%	9.0%	13.0%	6.0%	12.5%	8.4%	10.0%
	Disagree	4.9%	4.7%	4.7%	8.0%	9.8%	7.8%	2.6%	2.2%	14.3%	4.9%	0.0%	5.9%	3.8%	9.0%	3.8%	4.2%	4.9%	20.0%
	Strongly disagree	7.4%	6.4%	7.5%	4.0%	9.8%	8.7%	5.7%	6.7%	14.3%	7.2%	0.0%	7.3%	6.6%	8.0%	7.2%	0.0%	7.1%	0.0%
	Total	473	172	279	25	51	103	227	45	7	446	5	220	212	100	318	24	407	10
The 111 service helped me to make contact with the right health service	Strongly agree	51.7%	50.6%	52.5%	44.0%	48.1%	57.3%	52.4%	44.2%	12.5%	52.7%	40.0%	48.0%	57.5%	51.0%	54.1%	36.0%	52.8%	54.5%
	Agree	29.0%	33.1%	27.7%	20.0%	23.1%	19.4%	34.9%	39.5%	50.0%	28.7%	40.0%	30.8%	26.4%	20.6%	31.0%	40.0%	28.7%	27.3%
	Neither agree or disagree	9.5%	7.0%	10.3%	12.0%	13.5%	8.7%	7.4%	14.0%	0.0%	9.2%	20.0%	11.3%	7.1%	12.7%	7.3%	16.0%	9.1%	9.1%
	Disagree	3.4%	4.7%	2.1%	12.0%	3.8%	4.9%	0.9%	2.3%	25.0%	2.9%	0.0%	2.7%	3.3%	4.9%	2.2%	4.0%	2.9%	9.1%

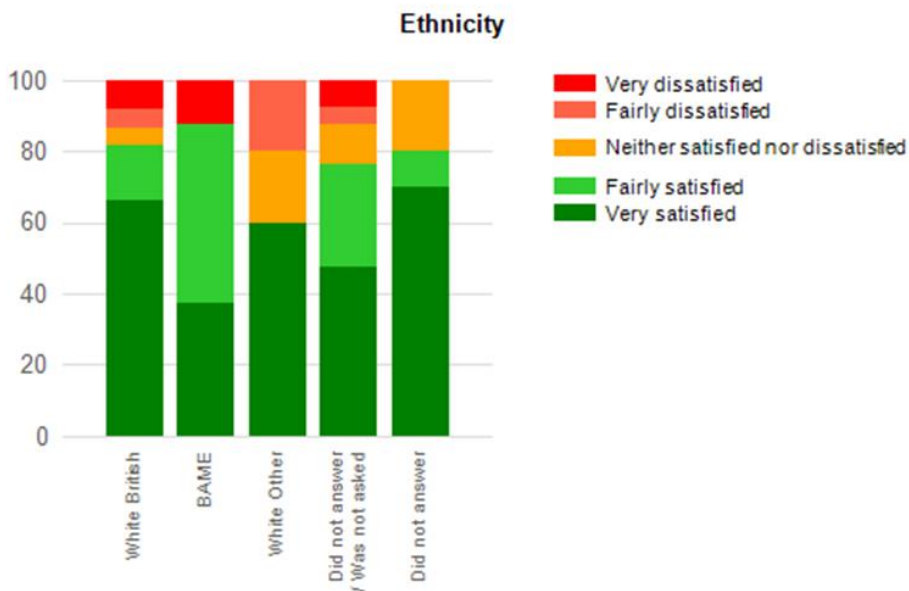
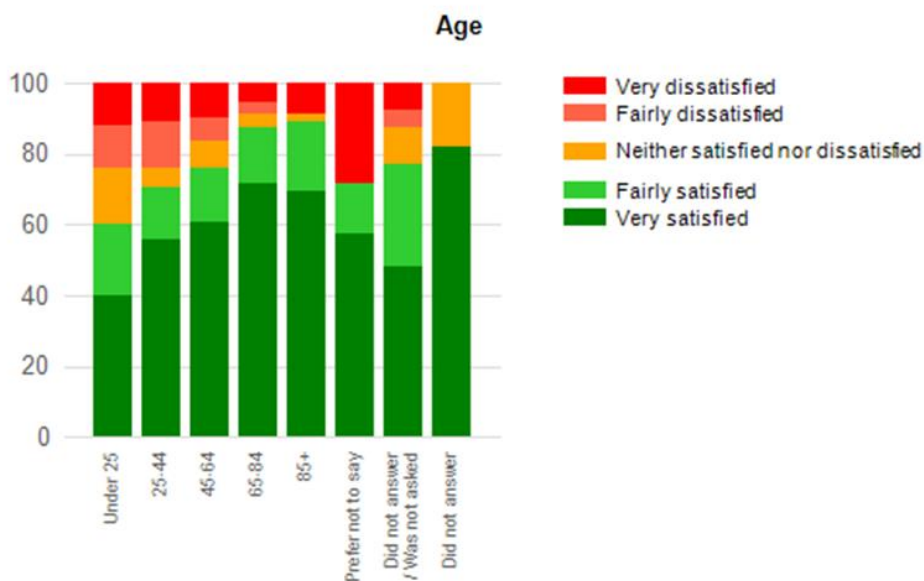
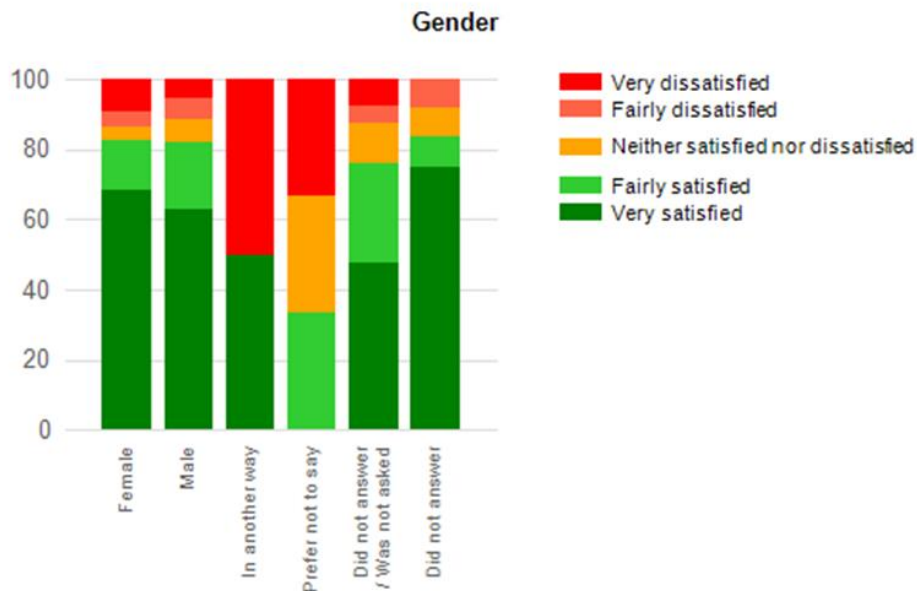
	Strongly disagree	6.5%	4.7%	7.4%	12.0%	11.5%	9.7%	4.4%	0.0%	12.5%	6.5%	0.0%	7.2%	5.7%	10.8%	5.4%	4.0%	6.4%	0.0%
	Total	476	172	282	25	52	103	229	43	8	446	5	221	212	102	316	25	407	11
The advice I was given by the 111 service worked well in practice	Strongly agree	47.1%	43.4%	49.6%	40.0%	43.1%	50.5%	49.1%	40.0%	14.3%	48.1%	20.0%	46.4%	50.2%	41.6%	50.9%	36.0%	48.7%	54.5%
	Agree	31.4%	33.7%	31.1%	20.0%	25.5%	20.4%	36.5%	46.7%	42.9%	31.6%	0.0%	33.3%	30.0%	23.8%	32.7%	52.0%	32.0%	36.4%
	Neither agree or disagree	11.7%	16.6%	8.6%	24.0%	11.8%	17.5%	9.6%	6.7%	14.3%	11.1%	80.0%	13.1%	8.9%	18.8%	9.1%	12.0%	11.0%	9.1%
	Disagree	3.8%	1.7%	3.9%	8.0%	9.8%	2.9%	0.9%	4.4%	14.3%	3.1%	0.0%	1.8%	4.7%	5.9%	2.2%	0.0%	2.7%	0.0%
	Strongly disagree	6.1%	4.6%	6.8%	8.0%	9.8%	8.7%	3.9%	2.2%	14.3%	6.0%	0.0%	5.4%	6.1%	9.9%	5.0%	0.0%	5.6%	0.0%
	Total	478	175	280	25	51	103	230	45	7	449	5	222	213	101	318	25	409	11
The 111 service dealt with my problem quickly	Strongly agree	48.7%	45.0%	50.9%	36.0%	39.2%	52.8%	52.1%	37.0%	14.3%	49.1%	40.0%	47.2%	52.1%	38.8%	53.1%	42.3%	49.3%	45.5%
	Agree	28.2%	32.8%	26.0%	16.0%	25.5%	21.3%	32.5%	34.8%	28.6%	28.3%	20.0%	30.1%	24.9%	28.2%	28.1%	34.6%	28.2%	45.5%
	Neither agree or disagree	9.4%	11.1%	8.4%	20.0%	7.8%	10.2%	8.1%	13.0%	14.3%	9.3%	20.0%	10.9%	7.4%	11.7%	8.0%	15.4%	9.1%	9.1%
	Disagree	5.7%	5.0%	6.3%	4.0%	19.6%	6.5%	2.6%	6.5%	0.0%	5.7%	20.0%	4.4%	7.8%	10.7%	4.0%	3.8%	5.7%	0.0%
	Strongly disagree	8.0%	6.1%	8.4%	24.0%	7.8%	9.3%	4.7%	8.7%	42.9%	7.6%	0.0%	7.4%	7.8%	10.7%	6.8%	3.8%	7.7%	0.0%
	Total	489	180	285	25	51	108	234	46	7	460	5	229	217	103	324	26	418	11
How did you hear about the 111 telephone service? (please tick all that apply)	Media (TV radio newspaper etc.)	31.0%	34.3%	29.9%	21.7%	17.3%	25.0%	39.8%	25.5%	37.5%	31.5%	0.0%	26.1%	36.6%	23.3%	33.8%	34.6%	32.9%	27.3%
	Leaflet	5.4%	5.6%	5.6%	0.0%	0.0%	4.6%	8.5%	2.1%	0.0%	5.7%	0.0%	4.8%	6.5%	4.9%	6.5%	0.0%	5.7%	0.0%
	Friend/relative	21.4%	21.9%	21.2%	30.4%	19.2%	20.4%	19.5%	31.9%	12.5%	21.5%	40.0%	20.4%	22.2%	20.4%	23.1%	7.7%	21.2%	27.3%
	Health service telephone message	11.4%	11.2%	11.8%	4.3%	3.8%	7.4%	14.0%	19.1%	0.0%	11.7%	0.0%	12.6%	8.8%	6.8%	13.5%	11.5%	11.4%	18.2%
	Online (computer laptop etc.)	8.7%	8.4%	8.3%	17.4%	15.4%	10.2%	7.2%	0.0%	0.0%	8.5%	0.0%	9.1%	8.8%	13.6%	7.1%	0.0%	7.9%	36.4%
	Other healthcare provider (e.g. GP)	22.2%	21.3%	22.9%	30.4%	15.4%	25.9%	22.9%	14.9%	12.5%	22.2%	40.0%	23.0%	20.8%	21.4%	21.8%	26.9%	22.1%	9.1%
	Local/regional event	2.3%	1.1%	3.1%	0.0%	3.8%	0.9%	3.4%	0.0%	0.0%	2.4%	0.0%	3.9%	0.9%	1.9%	2.5%	3.8%	2.6%	0.0%
	Other	17.0%	14.6%	18.1%	13.0%	28.8%	19.4%	13.6%	14.9%	37.5%	17.0%	20.0%	18.3%	15.3%	24.3%	14.5%	19.2%	16.4%	9.1%
	Total	481	178	288	23	52	108	236	47	8	460	5	230	216	103	325	26	420	11
Are you clear about when to use the 111 service instead	Yes	94.4%	93.3%	95.2%	96.0%	98.1%	88.9%	95.4%	95.7%	100.0%	94.4%	80.0%	93.5%	94.6%	92.5%	95.7%	88.5%	94.3%	100.0%
	No	1.2%	1.7%	1.0%	0.0%	0.0%	3.7%	0.4%	2.1%	0.0%	1.3%	0.0%	2.2%	0.5%	2.8%	0.6%	0.0%	1.2%	0.0%
	Not sure	4.3%	5.0%	3.8%	4.0%	1.9%	7.4%	4.2%	2.1%	0.0%	4.3%	20.0%	4.3%	5.0%	4.7%	3.7%	11.5%	4.5%	0.0%

of another service?	Total	486	179	293	25	54	108	238	47	8	465	5	231	221	106	327	26	423	11
If you faced a similar health problem in the future would you call the 111 service?	Yes	82.8%	84.5%	82.8%	69.6%	72.2%	79.4%	88.1%	84.1%	62.5%	83.4%	80.0%	84.2%	83.5%	74.0%	85.8%	88.0%	82.9%	100.0%
	No	9.8%	9.2%	9.3%	13.0%	22.2%	12.1%	5.5%	9.1%	37.5%	9.2%	0.0%	10.1%	7.8%	16.3%	7.7%	4.0%	9.4%	0.0%
	Not sure	7.3%	6.3%	7.9%	17.4%	5.6%	8.4%	6.4%	6.8%	0.0%	7.4%	20.0%	5.7%	8.7%	9.6%	6.5%	8.0%	7.7%	0.0%
	Total	478	174	290	23	54	107	236	44	8	457	5	228	218	104	323	25	415	11
If the 111 service had not been available would you have contacted another service about your health problem (please choose one)	My GP practice	34.0%	29.8%	36.5%	28.0%	30.2%	27.7%	39.3%	28.9%	62.5%	33.3%	60.0%	32.0%	35.8%	30.0%	34.1%	45.5%	33.3%	36.4%
	Urgent Treatment Centre	16.9%	17.3%	16.2%	8.0%	24.5%	18.8%	15.5%	15.6%	25.0%	17.2%	0.0%	18.4%	16.1%	15.0%	18.2%	18.2%	16.8%	27.3%
	999 Ambulance Service	16.2%	19.0%	14.4%	12.0%	7.5%	13.9%	17.4%	28.9%	12.5%	16.3%	0.0%	20.4%	11.9%	15.0%	15.9%	18.2%	16.5%	0.0%
	Hospital Emergency Department (A&E)	21.5%	22.6%	21.3%	44.0%	32.1%	27.7%	15.1%	13.3%	0.0%	21.8%	40.0%	16.0%	26.1%	30.0%	20.1%	13.6%	22.3%	18.2%
	Pharmacist or Chemist	2.2%	1.2%	2.9%	0.0%	0.0%	0.0%	3.7%	4.4%	0.0%	2.3%	0.0%	1.9%	1.8%	0.0%	3.2%	0.0%	2.0%	9.1%
	Other	3.7%	4.8%	3.2%	0.0%	3.8%	6.9%	2.7%	4.4%	0.0%	3.4%	0.0%	4.9%	2.8%	3.0%	3.6%	0.0%	3.5%	0.0%
	No I would not have contacted anyone else	3.7%	3.0%	4.0%	8.0%	0.0%	4.0%	4.1%	2.2%	0.0%	3.9%	0.0%	3.9%	4.1%	5.0%	2.9%	4.5%	3.5%	9.1%
	This question is not relevant as I did not call NHS 111 directly.	1.8%	2.4%	1.4%	0.0%	1.9%	1.0%	2.3%	2.2%	0.0%	1.8%	0.0%	2.4%	1.4%	2.0%	1.9%	0.0%	2.0%	0.0%
	Total	456	168	277	25	53	101	219	45	8	436	5	206	218	100	308	22	399	11
As a result of using NHS 111, I subsequently used:	The ambulance service	15.8%	14.1%	16.6%	20.8%	9.8%	17.9%	13.5%	26.5%	37.5%	15.4%	0.0%	19.2%	11.2%	15.2%	15.4%	25.0%	13.2%	30.0%
	A&E service	28.6%	31.7%	27.9%	41.7%	29.4%	28.4%	29.7%	20.6%	0.0%	29.5%	25.0%	23.1%	34.6%	31.5%	28.2%	29.2%	28.4%	40.0%
	Primary care service (e.g. GP or urgent care centre)	41.0%	40.8%	40.9%	37.5%	47.1%	41.1%	40.5%	32.4%	50.0%	41.0%	25.0%	39.0%	44.1%	38.0%	40.6%	41.7%	43.6%	30.0%
	Another service	14.6%	13.4%	14.6%	0.0%	13.7%	12.6%	16.2%	20.6%	12.5%	14.1%	50.0%	18.7%	10.1%	15.2%	15.8%	4.2%	14.9%	0.0%
	Total	398	142	247	24	51	95	185	34	8	383	4	182	188	92	266	24	349	10
What is your age?	Under 16	1.2%	1.1%	1.4%	24.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.9%	1.8%	2.9%	0.0%	3.8%	0.9%	0.0%
	16-24	3.9%	2.2%	5.1%	76.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	40.0%	0.4%	7.6%	10.5%	2.1%	0.0%	4.0%	18.2%
	25-44	11.2%	6.1%	14.2%	0.0%	100.0%	0.0%	0.0%	0.0%	50.0%	10.7%	0.0%	8.7%	14.8%	25.7%	7.6%	7.7%	11.5%	27.3%
	45-64	22.6%	21.1%	23.4%	0.0%	0.0%	100.0%	0.0%	0.0%	12.5%	22.5%	40.0%	21.7%	23.8%	27.6%	20.6%	26.9%	22.8%	36.4%
	65-84	49.9%	60.0%	44.4%	0.0%	0.0%	0.0%	100.0%	0.0%	12.5%	50.6%	20.0%	50.9%	48.0%	29.5%	56.7%	46.2%	50.1%	18.2%
	85+	9.7%	8.9%	10.2%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	10.1%	0.0%	16.1%	3.6%	3.8%	11.5%	15.4%	9.9%	0.0%

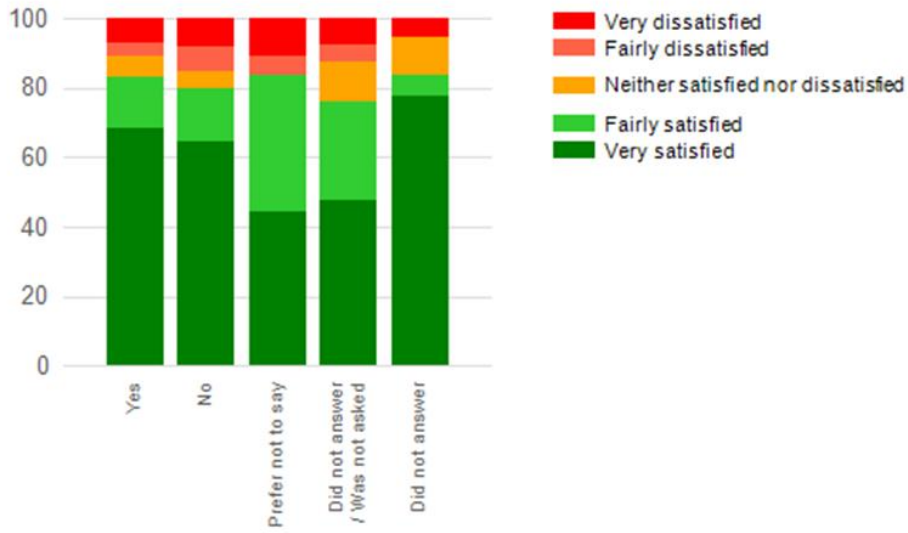
	Prefer not to say	1.4%	0.6%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	1.1%	0.0%	1.3%	0.4%	0.0%	1.5%	0.0%	0.7%	0.0%
	Total	483	180	295	25	54	109	241	47	8	466	5	230	223	105	330	26	425	11	
How would you describe your gender	Female	61.3%	0.0%	100.0%	76.0%	79.2%	63.9%	54.6%	65.2%	42.9%	61.6%	60.0%	62.6%	62.4%	56.6%	65.2%	48.0%	61.1%	63.6%	
	Male	37.6%	100.0%	0.0%	24.0%	20.8%	35.2%	45.0%	34.8%	28.6%	37.8%	40.0%	36.5%	37.1%	43.4%	34.5%	48.0%	38.4%	36.4%	
	In another way	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.5%	0.0%	0.3%	0.0%	0.2%	0.0%	
	Prefer not to say	0.6%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	28.6%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	4.0%	0.2%	0.0%	
	Total	481	181	295	25	53	108	240	46	7	466	5	230	221	106	328	25	424	11	
What is your ethnic group?	White British	97.3%	97.8%	98.0%	92.0%	92.6%	97.2%	99.2%	100.0%	0.0%	100.0%	0.0%	98.7%	97.7%	98.1%	98.5%	84.6%	98.4%	90.9%	
	Black African/Caribbean/Black British	0.2%	0.0%	0.3%	0.0%	1.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.2%	0.0%	
	Mixed/multiple ethnic group	0.2%	0.0%	0.3%	0.0%	1.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%	
	White Other	1.0%	1.1%	1.0%	8.0%	0.0%	1.9%	0.4%	0.0%	0.0%	0.0%	100.0%	0.4%	0.9%	1.0%	0.9%	3.8%	0.9%	0.0%	
	Other	0.2%	0.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	3.8%	0.0%	9.1%	
	Prefer not to say	1.0%	0.6%	0.3%	0.0%	1.9%	0.9%	0.4%	0.0%	62.5%	0.0%	0.0%	0.4%	0.5%	1.0%	0.0%	7.7%	0.2%	0.0%	
	Total	483	180	293	25	54	108	238	47	8	470	5	233	221	105	332	26	427	11	
How would you describe your religion or belief?	Buddhist	0.2%	0.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	3.8%	0.0%	9.1%	
	Christian	69.3%	63.8%	73.0%	28.0%	46.3%	63.6%	78.9%	82.6%	25.0%	70.3%	60.0%	70.0%	69.1%	0.0%	100.0%	0.0%	71.5%	54.5%	
	Hindu	0.2%	0.0%	0.3%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	3.8%	0.2%	0.0%	
	Jewish	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.4%	0.0%	0.9%	0.0%	0.0%	0.0%	7.7%	0.2%	0.0%	
	Muslim	0.2%	0.6%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.2%	0.0%	
	No religion or belief	22.1%	26.0%	20.5%	56.0%	50.0%	27.1%	13.1%	8.7%	12.5%	22.2%	20.0%	20.0%	25.5%	100.0%	0.0%	0.0%	22.4%	27.3%	
	Other	4.4%	5.6%	3.1%	4.0%	1.9%	4.7%	5.1%	4.3%	25.0%	4.1%	0.0%	5.7%	3.2%	0.0%	0.0%	80.8%	3.8%	9.1%	
	Prefer not to say	3.1%	3.4%	2.4%	12.0%	0.0%	2.8%	3.0%	0.0%	25.0%	2.8%	0.0%	3.0%	1.8%	0.0%	0.0%	0.0%	1.6%	0.0%	
	Total	479	177	293	25	54	107	237	46	8	465	5	230	220	106	332	26	425	11	
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is	Yes	49.1%	48.6%	49.5%	12.0%	37.7%	46.3%	50.2%	82.2%	25.0%	50.1%	20.0%	100.0%	0.0%	44.2%	49.8%	61.5%	50.0%	54.5%	
	No	47.2%	47.4%	47.4%	84.0%	62.3%	49.1%	45.9%	17.8%	37.5%	47.1%	40.0%	0.0%	100.0%	53.8%	47.1%	30.8%	47.6%	36.4%	
	Prefer not to say	3.8%	4.0%	3.1%	4.0%	0.0%	4.6%	3.9%	0.0%	37.5%	2.8%	40.0%	0.0%	0.0%	1.9%	3.1%	7.7%	2.4%	9.1%	
	Total	475	173	291	25	53	108	233	45	8	459	5	233	224	104	323	26	418	11	

expected to last, at least 12 months?																				
How would you describe how you think of your sexual orientation?	Heterosexual or straight	92.4%	92.6%	92.8%	84.0%	90.7%	92.4%	93.8%	95.5%	37.5%	93.5%	80.0%	92.5%	94.8%	91.3%	95.9%	79.2%	100.0%	0.0%	
	Gay or lesbian	1.5%	1.7%	1.4%	0.0%	1.9%	3.8%	0.9%	0.0%	12.5%	1.3%	0.0%	1.3%	1.4%	1.0%	1.3%	8.3%	0.0%	63.6%	
	Bisexual	0.9%	0.6%	1.1%	8.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	1.3%	0.5%	1.9%	0.6%	0.0%	0.0%	36.4%
	Other	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
	Don't know or not sure	0.6%	0.6%	0.7%	4.0%	1.9%	0.0%	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	0.9%	0.5%	1.9%	0.0%	4.2%	0.0%	0.0%
	Prefer not to say	4.3%	4.5%	3.6%	4.0%	1.9%	3.8%	4.4%	4.5%	50.0%	3.3%	20.0%	3.5%	2.9%	3.8%	1.9%	8.3%	0.0%	0.0%	
	Total	463	176	279	25	54	105	227	44	8	449	5	226	210	104	317	24	428	11	
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	53.4%	53.8%	53.1%	68.0%	46.3%	51.9%	52.6%	59.1%	87.5%	52.7%	60.0%	51.1%	52.3%	54.8%	52.5%	42.3%	52.6%	45.5%	
	Yes – Great someone may contact you	46.6%	46.2%	46.9%	32.0%	53.7%	48.1%	47.4%	40.9%	12.5%	47.3%	40.0%	48.9%	47.7%	45.2%	47.5%	57.7%	47.4%	54.5%	
	Total	474	173	290	25	54	108	232	44	8	457	5	227	218	104	322	26	420	11	

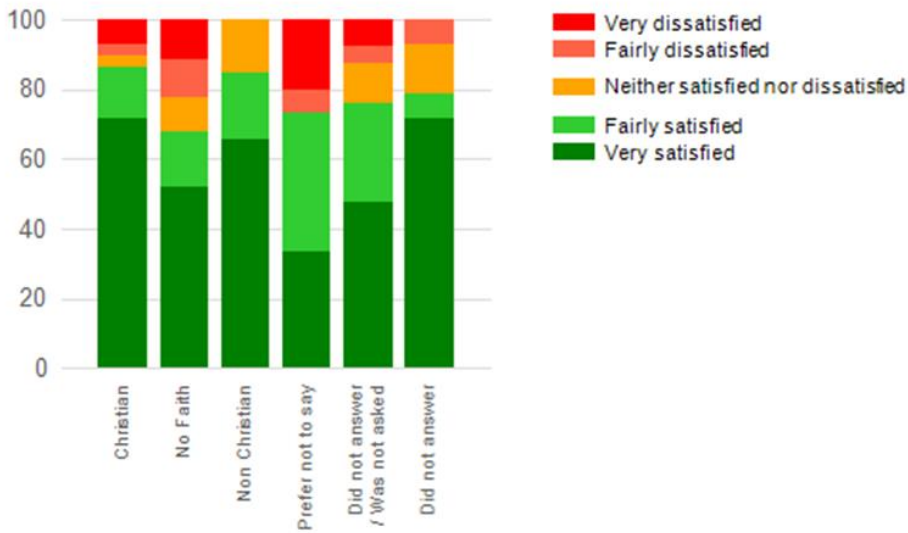
Friends and Family Test Demographic Breakdown Graphs



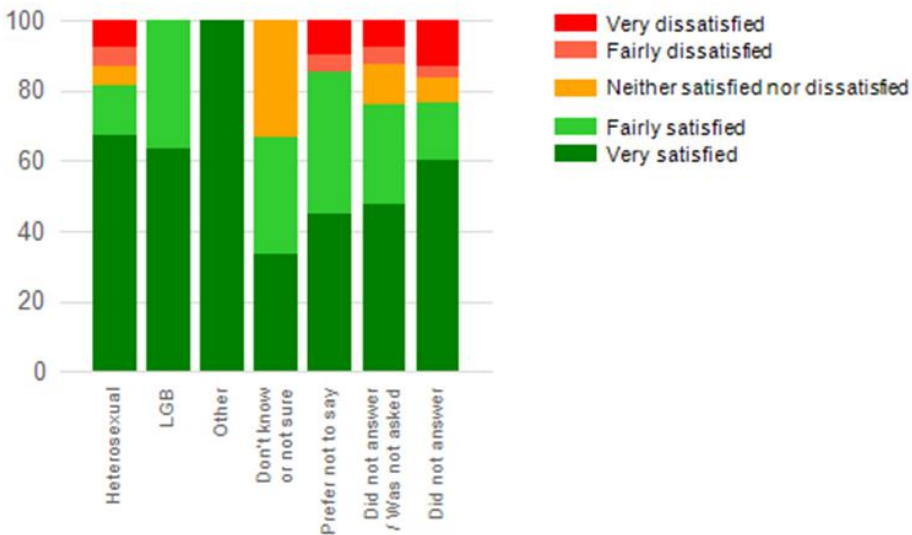
Disability



Religion or Faith



Sexual Orientation



Full Question Set

Question 1: Thinking of the 111 service we provide. Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very satisfied	374	62.6%
Fairly satisfied	108	18.1%
Neither satisfied nor dissatisfied	38	6.4%
Fairly dissatisfied	30	5.0%
Very dissatisfied	47	7.9%
Don't know	0	0.0%
Total	597	100%

Question 2: How helpful was the advice given by the 111 service? (please tick one only)

Available Answers	Responses	Score (%)
Very helpful	346	67.3%
Quite helpful	98	19.1%
Not very helpful	38	7.4%
Not helpful at all	32	6.2%
Total	514	100%

Question 3: Did you follow the advice given by the 111 service? (please tick one only)

Available Answers	Responses	Score (%)
Yes all of it	427	84.2%
Yes some of it	58	11.4%
No none of it	22	4.3%
Total	507	100%

Question 4: The 111 service dealt with my problem quickly

Available Answers	Responses	Score (%)
Strongly agree	233	49.3%
Agree	144	30.4%
Neither agree or disagree	38	8.0%
Disagree	23	4.9%
Strongly disagree	35	7.4%
Total	473	100%

Question 5: The advice I was given by the 111 service worked well in practice		
Available Answers	Responses	Score (%)
Strongly agree	225	47.1%
Agree	150	31.4%
Neither agree or disagree	56	11.7%
Disagree	18	3.8%
Strongly disagree	29	6.1%
Total	478	100%

Question 6: The treatment I received at the health service I was referred to was good		
Available Answers	Responses	Score (%)
Strongly agree	233	49.3%
Agree	144	30.4%
Neither agree or disagree	38	8.0%
Disagree	23	4.9%
Strongly disagree	35	7.4%
Total	473	100%

Question 7: The 111 service helped me to make contact with the right health service		
Available Answers	Responses	Score (%)
Strongly agree	246	51.7%
Agree	138	29.0%
Neither agree or disagree	45	9.5%
Disagree	16	3.4%
Strongly disagree	31	6.5%
Total	476	100%

Question 8: The person managing my call was helpful		
Available Answers	Responses	Score (%)
Strongly agree	303	62.2%
Agree	125	25.7%
Neither agree or disagree	26	5.3%
Disagree	13	2.7%
Strongly disagree	20	4.1%
Total	487	100%

Question 9: I was confident of the ability of the person managing my call		
Available Answers	Responses	Score (%)
Strongly agree	271	56.1%
Agree	130	26.9%
Neither agree or disagree	49	10.1%
Disagree	11	2.3%
Strongly disagree	22	4.6%
Total	483	100%

Question 10: Using the 111 service reassured me		
Available Answers	Responses	Score (%)
Strongly agree	247	51.6%
Agree	128	26.7%
Neither agree or disagree	50	10.4%
Disagree	19	4.0%
Strongly disagree	35	7.3%
Total	479	100%

Question 11: The person managing my call treated me with dignity and respect		
Available Answers	Responses	Score (%)
Strongly agree	305	63.4%
Agree	129	26.8%
Neither agree or disagree	35	7.3%
Disagree	2	0.4%
Strongly disagree	10	2.1%
Total	481	100%

Question 12: The person managing my call was kind and compassionate		
Available Answers	Responses	Score (%)
Strongly agree	295	60.8%
Agree	134	27.6%
Neither agree or disagree	33	6.8%
Disagree	6	1.2%
Strongly disagree	17	3.5%
Total	485	100%

Question 13: If called back the advice and guidance given by that person who called me back was useful

Available Answers	Responses	Score (%)
Strongly agree	178	50.6%
Agree	94	26.7%
Neither agree or disagree	43	12.2%
Disagree	16	4.5%
Strongly disagree	21	6.0%
Total	352	100%

Question 14: Are you clear about when to use the 111 service instead of another service?

Available Answers	Responses	Score (%)
Yes	459	94.4%
No	6	1.2%
Not sure	21	4.3%
Total	486	100%

Question 15: If you faced a similar health problem in the future would you call the 111 service?

Available Answers	Responses	Score (%)
Yes	396	82.8%
No	47	9.8%
Not sure	35	7.3%
Total	478	100%

