



111 Service

Patient Survey Feedback

Month: August 2022



when it's less
urgent than 999



81.5%

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

Free text comments

Positive free text comments

Very helpful, responsive to my answers and got the help I needed

Pleasant member of staff who gave me sound advice to follow. I was also given an appointment at the hospital and received the care that I needed.

Phone was answered quickly much better than doctor's surgery

Negative free text comments

Having to keep choosing telephone options to get to an operator was a bit trying

The operator was quite abrupt and no help whatsoever

Simply couldn't help me just gave me numbers and said you have to phone yourself

Number of responses

Online	4	Total: 184
Print	66	
Text	114	

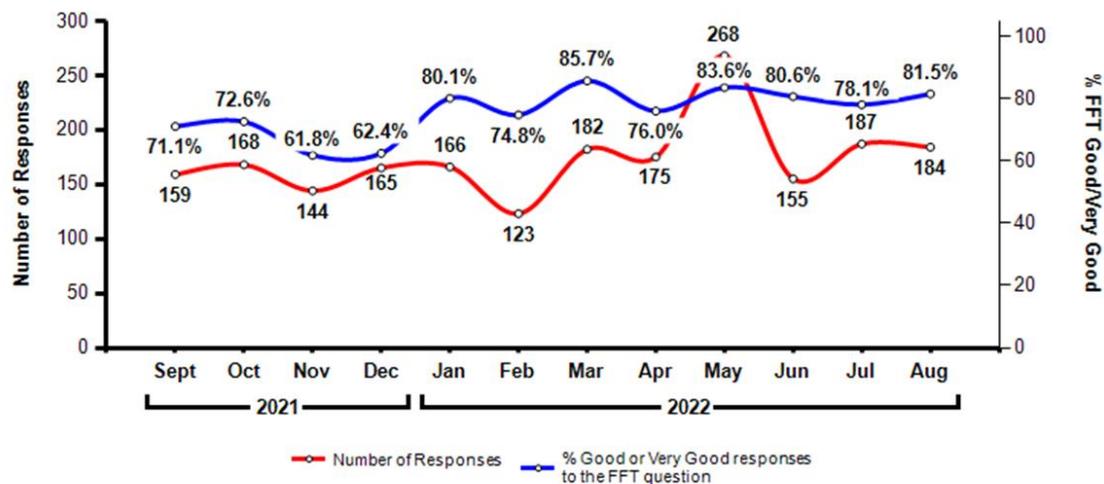


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and good (combined)	150	81.5%	+3.4
Very good	111	60.3%	+1.5
Good	39	21.2%	+1.9
Neither good nor poor	9	4.9%	-0.5
Poor	10	5.4%	-1
Very poor	15	8.2%	-2
Don't 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.

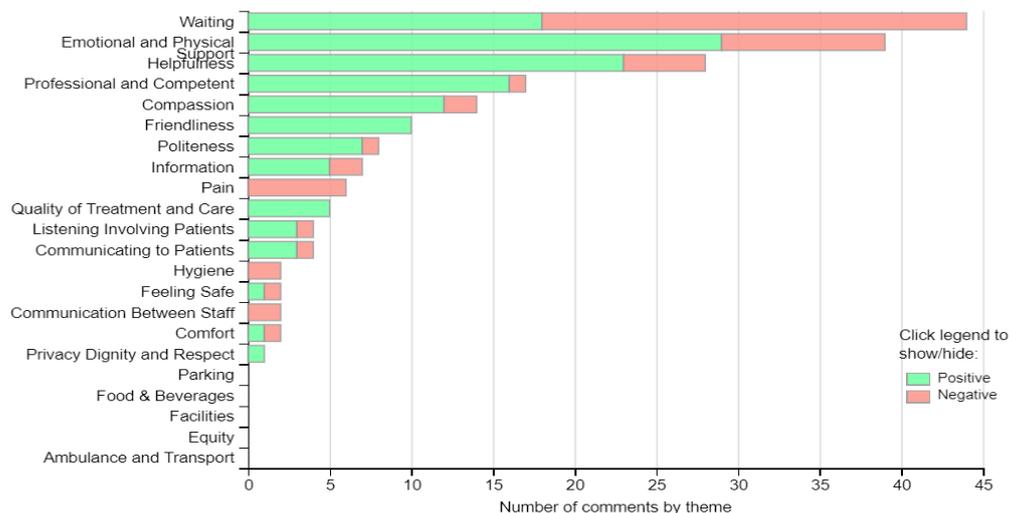
Survey trend graph

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	81.5%	13.6%	184	111	39	9	10	15	0
NHS County Durham CCG	74.1%	20.7%	58	35	8	3	3	9	0
NHS Newcastle Gateshead CCG	80.0%	20.0%	5	4	0	0	1	0	0
NHS North Tyneside CCG	83.3%	11.1%	18	9	6	1	1	1	0
NHS Northumberland CCG	80.3%	14.8%	61	36	13	3	5	4	0
NHS South Tyneside CCG	85.7%	7.1%	14	10	2	1	0	1	0
NHS Sunderland CCG	100.0%	0.0%	2	0	2	0	0	0	0
NHS Tees Valley CCG	95.5%	0.0%	22	15	6	1	0	0	0
No CCG	100.0%	0.0%	4	2	2	0	0	0	0

Free text comments

Very helpful, responsive to my answers and got the help i needed
Friendly and efficient service
Pleasant member of staff who gave me sound advice to follow. I was also given an appointment at the hospital and received the care that I needed.
As stated before, helpful, kind, responsive to my answers and got the help i needed
Friendly advisor and got an appointment worth hospital
My personal situation was not taken into account. I hesitated contacting my daughter but realised I had no other choice to get help. She is in a very responsible position, and I felt very guilty
Gave me confidence I wasn't wasting time
The advice was helpful, and I managed to get my son an appointment the same day.
All of it.
Phone was answered quickly much better than doctors' surgery
I was told I could of had a stroke but had to make my way to the hospital myself within 2 hours then sat in A+E for two hours before seen too then left 6 and a half hours after my stay at A&E
They were very thorough with their questions, and we were given an immediate appointment with Urgent Care



111 telephone system excellent Treatment variable and time was lost thus delaying recovery
No help at all. Still have problem 3 weeks later while waiting for appointment
Was quite long wait to ring but lady was very helpful
The way they handled my issues
The previous answer where I said the problem got worse this was not due to anything 111 done. Unfortunately, the day after seeing the doctor (which 111 arranged for me on a Sunday afternoon) my sons illness got worse and we ended up at hospital. I don't feel like this could have been dealt with any better than it was
All of it was great nothing was wrong
The service I received was disgusting
I liked that the person told me they'd be asking some questions that might not be relevant.
The way my call was dealt with, she was no help and did not reassure me at all
Very professional and friendly service.
Excellent service
I was happy the person I spoke to acted on my behalf to try and get a suitable consultation with a doctor. They rang back and were clear with what I should do next
They listened to me, obviously looked at my medical records and advised me to stop taking the medication prescribed by a local doctor, I improved after that.
Simply couldn't help me just gave me numbers and said you have to phone yourself
Very polite and knowledgeable
The call operators were friendly. The call back time from health care provider was too late and missed. If I knew the extent of the time scale I may have looked for an alternative to be seen and get my pain under control.
Nice clear easy questions fast response
Person was very nice and patient
Didn't have to wait long. The person I spoke to was very reassuring.
The gentleman I spoke to was polite, professional, and most helpful.
Time taken to get through the initial options - seemed to take ages
I was satisfied that the service arranged for a doctor to call me back this made me feel so much better
Was dissatisfied the woman on the phone sent me to the wrong part of the hospital and there was no record of my call so I had to repeat everything I said to 111 again.
Needs more staff so call can be attended as soon as possible
The canker didn't listen or appear to be interested. Just following notes on what to say
I was happy with the advice but unhappy with the length of time for call to be answered
The lady was lovely, they was just no appointments available.
Quick
All alright took about 20 minutes to get through due to call volume.
I was satisfied that under the prevailing circumstances my call was handled well but I was disappointed with the actual technical side of getting through on the phone
Telephone rang once for call back and then rang off.
A phone call was the practical solution but I was under the impression my dad was to receive a visit (see above).
Given the demands the service I was very impressed by the speed and resolution of my problem.
Returned call within 5 mins.
The responsibility to arrange for a doctor's visit between 111 and pharmacist was not resolved Dispute between 111 and pharmacist over responsibility to call doctor.



We received a call back with clear instructions about what we needed to do.
No help whatsoever.
Good response.
It was very helpful to talk to someone quickly about a health problem.
The call handler was very, very good.
Efficient and friendly.
Quick and helpful made me feel so much at ease.
Did not know which A&E to send me to.
Once the call was answered the call handler explained everything well and was efficient and compassionate.
No problems.
Was not dissatisfied with anything at all. Everybody very helpful.
After a lengthy conversation I was told they couldn't help because I needed a controlled drug, Pregabalin. I later got through online to a doctor who sorted it out.
Satisfied with being able to speak to someone who could help/give advice quickly.
I was in a lot of pain. My joints were very swollen. The wounds on my hand were raw and smelly. I am on immunosuppressant. I was advised to go to walk in centre several miles away. I live alone and was not fit to drive. My daughter had to take time off work to take me and wait to bring me back.
Got the help I needed
Quick and concise at the time of call however it was 2am
My son was 3-month-old and had a cough, he was seen by our GP the same day.
Can't fault service at all, .and all the questions asked are only asked to gain the best possible care.
I was told by my health centre that 111 would diagnose my condition & wouldn't need to see a doctor. 111 told me to ring back health centre to see doctor so I spent over 1:30 hrs on phone.
My call was answered quickly and my query dealt with.
Got no help at all
Very helpful
Call handler was very helpful, polite and listened
Very helpful and arranged an appointment at the children's urgent care for us
Very helpful and didn't rush me at all. Understood things I was saying
Waited all night for a ambulance that never came
Professionally and quickly gave me the direction of treatment and also booked it
Took ages to get through to someone for them to just check my local doctors which I knew wouldn't be open as it was the early hours of the morning. He referred me to bishop urgent care but said they were now unable to make appointments for here and someone from bishop has to call me back. Then waited half an hour for someone from there to ring me back so in the end went to Darlington a&e. Very poor service and no one seemed to want to see my little boy. Pay national insurance every month and the service provided was appalling, when I hardly use it and when I do no one wants to see me.
I was dealt with quickly and efficiently.
The operator was quite abrupt and no help whatsoever
Call handled quickly and professionally. My problem was a dental issue and appointment was booked and directions to emergency dentist issued whilst on the phone for later the same day. Very efficient.
Got advice on a non-urgent but acute medical matter that ended up requiring medical attention at the GP surgery.
Prompt answer, appointment made to attend care centre that day.



I had a severely unwell baby and was promised an urgent call back from a Dr within 2 hours. 9 hours later I received a call to say I was still in the queue for the dr. We had seen a GP by this point. The service is not fit for purpose.
I understand the practitioners are not experts in every field and follow pathways, but the only helpful thing they were able to tell me seemed to come as an afterthought. I was calling about bleeding in early pregnancy and the guidance I found online for my trust was to go through GP or 111 to be referred to early pregnancy unit. The practitioner merely said I should go to a&e if I was bleeding heavily, which I wasn't and that was basically end of the call. Then almost as an afterthought, she seemed to remember the EPU existed and contacted them for me but she did not seem to think they would do anything. Thankfully, they were helpful. It was just not very straightforward to be referred.
Everyone I spoke to was super helpful and rang back when they weren't able to get an appointment at my doctor's either and let me know what to do next. Bad situation with the doctors but 111 were extremely helpful and professional.
So helpful, patience and understanding, so helpful.
Although there were many questions online, I understand the need to get the correct diagnosis. I was originally cut-off on the telephone so reverted to the online service. I still had to call 999 in the end.
Couldn't give me the answers I was asking help for
Excellent service very well organised very knowledgeable staff no complaints about anything
Rang at 1.30am in agony and I was told a doctor would be in touch within the hour, I didn't get a call until after 5am by this point I was exhausted and missed the calls. Which meant I ended up going to my GP who has now referred me for scans and blood tests.
Prompt friendly paras very knowledgeable
Operator was very helpful kind and friendly and help came very quickly
Waited quite a long time for someone to answer the phone
I was dealt with quickly and efficiently with a lovely caring call handler
I needed emergency dentist treatment and was sorted the same day with help of 111
Just so polite and very helpful
Good advice and eventually good liaison with hospital at home service and GP
Waiting time I felt was short. I was contacted again by a Doctor within 20 minutes of my 111 call and an ambulance organised to take to hospital. Overall very impressed with the service.
Didn't have to wait long and the person I spoke to was very helpful.
The person who called me back rang my home number and not my mobile, which was NOT appropriate. I had not given this as a contact number.
Very good when eventually got past all the initial options
I was waiting at least 30minutes before anyone answered my call this was during the day however when I called at one fourth five in the morning I was answered much quicker
When I arrived at the hospital following my call there was no record of this call taking place, they sent me to the wrong part of the hospital. It would have been quicker to go straight to A&E.
I was satisfied with 111 although not satisfied with A&E was there ten hours never see any Doctor only a very young nurse bless her, got sent for a chest X-ray when indeed it was my colon I had a huge problem with !!!!!
It was arranged for me to see my GP the same day.
It took for a while to answer the call because the line is busy
I understand the seriousness of strokes or heart attacks but I was wanting advice about dizziness and vomiting- and really didn't get any answers or advice
Took a long time for the call to be answered
I phoned and had an appointment within 3 hours
They responded very quickly



Very helpful in my situation
Was no 111 appointments left, so ended up at hospital anyway.
I was sent to a hospital 22mile from home that did not have a doctor as it was nurse practitioner only and was told they couldn't do anything
Very caring
Quick and easy
The man I spoke to was confident and spoke nicely to me and I realised how serious blood clots were and with his encouragement I went to hospital
The operator listened to my concerns and responded appropriately securing me a n appointment at a critical care clinic quickly
the wait was not too long, was around 10 mins at most and the women on the phone was very kind and took all my details and the details of my incident and advised me on what i could do
Staff were very helpful
They responded well but could have been quicker
To arrange transport for my Mum's appointment to hospital.
Automatically send to A&E rather than do more on the phone.
Having had a stroke to answer questions and [unreadable] to wait 1 hour for call back.
Very helpful.
Issue was dealt with - but took a long time.
You got me an appointment with a GP.
Very professional, explained fully what was happening, very friendly.
Prompt answering to telephone call.
Good questions from well - trained telephonist.
Member of staff was very friendly and efficient. Our problem was quickly solved.
Because it is the appropriate answer.
I had terrible toothache. Had phoned my own dentist who couldn't help was told to phone 111. Given a list of dentists who also couldn't help eventually got appointment 1 1/2 weeks later had to have tooth out.
Quick response.
It was an easy number to remember, and I got good advice.
Prompt telephone.
Very quick response and phoned back within one hour.
I was given appointment at the urgent care in Memorial hospital I had good medical care.
Explained everything very clear polite and reassuring. Also very caring and patient.
Everything was good.
My appointment was quick - the staff on phone and hospital was excellent.
I was sent to wrong A&E should of gone to.
I was reassured and redirected to right place where problem was treated and resolved.
Spoke to a very nice lady.
Truthful answer.
Because they looked after me professional with care.
I was phoning to see how I could get an emergency prescription.
Because they put me first.
Crew were excellent but was a while before ambulance came.
My problem was resolved and I was reassured relatively quickly (certainly quicker than attempting to get help from GP's surgery!).



Anything we could have done better?

Less of a wait on the line
Suggest a visit from a health professional to assess situation.
The wait time for someone to answer the call.
Don't know the answers apart from open up doctor surgery's I went to 2 surgeries that day & there was only 1 person in each.
Gave an appointment but was not allowed an appointment for my child's injury
In this instance there was nothing better that would have improved matters
Actually helped with my problem
Could of rang earlier when I first rang
Be more helpful or explain things better
Prioritised a baby. Called back within the specified time frame. Don't give advice to people saying a temperature doesn't always need to be treated, particularly if you are talking about a child. At the start of the call you are asked if you have a child under 5 then you are put in the queue regardless.
Quicker call back
Answering more quickly
Get through to talk to a person quicker
Answer the phone call a lot quicker
Had better IT systems that connected with the hospitals
Could of recommend to the hospital I have a scan as I'm still in so much pain and no further fwd.
Needs more manpower
Listened to what I was asking
Answer call quicker
Given doctors appt at night.
More appointments available.
At least could of been sent to a hospital with a doctor on duty
The phone call I made was cut off twice, so communication could have been better
More support on phone to get previous prescription rather than sending to A&E (asthma inhaler)
I received a phone call rather than a visit to my dad. If I'd known this, I could have returned home to await call rather than having to sit up at my parents waiting for a visit during the night.
Could have referred me to dental hospital!
Listened to where incident was first treated.
Waiting for phone call to be answered could have been quicker.
Having to keep choosing telephone options to get to an operator was a bit trying.