



# 111 Service

## Patient Survey Feedback

Month: September 2022



when it's less  
urgent than 999



**87.3%**

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

### Free text comments

#### Positive free text comments

10 out of 10 so well satisfied, thank you

The compassion and professional manner were outstanding and well received

Very helpful and understanding of my needs and compassionate in the fact that I was very upset and reassured me

#### Negative free text comments

111 did not appear to have either the knowledge or willingness to assist us

Took a long time to get through and required call back to sort out my issue. Some information given was inaccurate.

Dissatisfied with the limitations on offer.

### Number of responses

<b>Online</b>	9	<b>Total: 181</b>
<b>Print</b>	82	
<b>Text</b>	90	

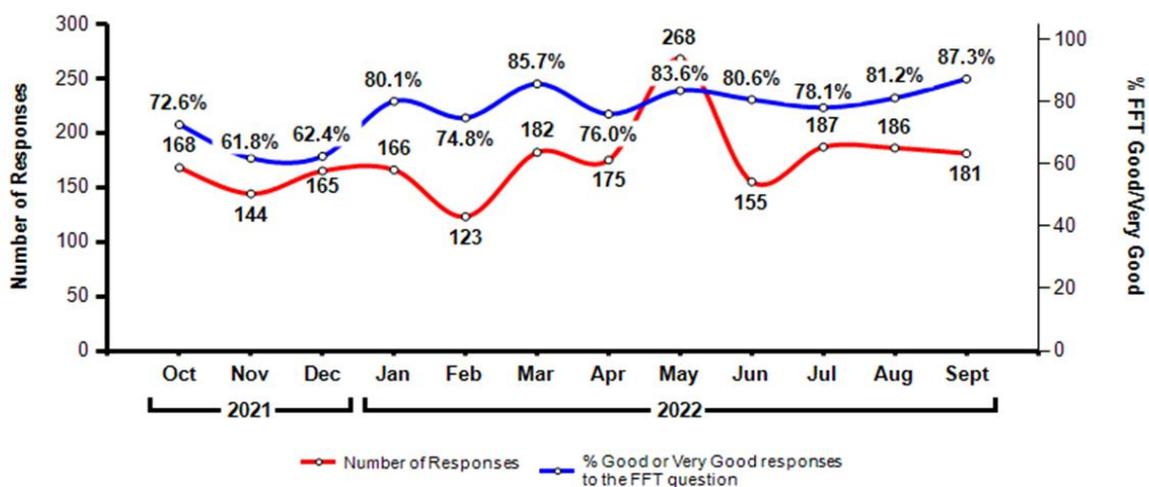


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and good (combined)</b>	<b>158</b>	<b>87.3%</b>	<b>+5.8</b>
Very good	119	65.7%	+5.4
Good	39	21.5%	+0.4
Neither good nor poor	3	1.7%	-3.2
Poor	6	3.3%	-2.1
Very poor	14	7.7%	-0.9
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.

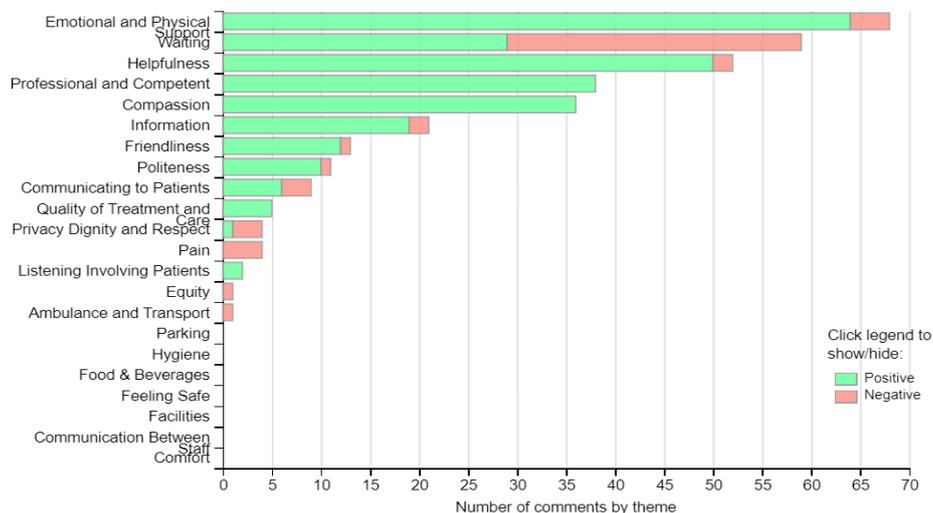
## Survey trend graph

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
<b>Total</b>	<b>87.3%</b>	<b>11.0%</b>	<b>181</b>	<b>119</b>	<b>39</b>	<b>3</b>	<b>6</b>	<b>14</b>	<b>0</b>
<b>NHS County Durham CCG</b>	<b>85.5%</b>	<b>13.0%</b>	<b>69</b>	<b>48</b>	<b>11</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>0</b>
<b>NHS Newcastle Gateshead CCG</b>	<b>92.9%</b>	<b>0.0%</b>	<b>14</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NHS North Tyneside CCG</b>	<b>87.5%</b>	<b>12.5%</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>NHS Northumberland CCG</b>	<b>85.7%</b>	<b>14.3%</b>	<b>42</b>	<b>26</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>
<b>NHS South Tyneside CCG</b>	<b>90.9%</b>	<b>9.1%</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>NHS Sunderland CCG</b>	<b>81.8%</b>	<b>9.1%</b>	<b>11</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>NHS Tees Valley CCG</b>	<b>94.1%</b>	<b>5.9%</b>	<b>17</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>No CCG</b>	<b>88.9%</b>	<b>11.1%</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

## Free text comments

our GP had no appointments so told me to ring 111, the 111 operator was helpful and arranged an appointment at minor injury clinic at Bishop Auckland within 2hrs of me ringing the clinic doctor was very good and i was treated for my injuries
111 did not appear to have either the knowledge or willingness to assist us
Despite the high volume of calls message, I was connected quite swiftly and an appointment within an hour was made at my local urgent care facility
Gave me an appointment at short notice to sort my problem out so I could travel on holiday a few days later
I rang several Dentists to have a tooth looked at as I couldn't get registered They told me to ring 111 that was no help at all they said to go to the dental hospital I had to be referred by a dentist S I haven't one that was no good!! I rang a CV private dentist and got in by paying which was fine. But 111 was no help at all!!!
I felt it helped a lot an made an appointment for me
The 111 Advisor I spoke to was very helpful sorry I forgot his name to the nurse in urgent care no name either and the receptionists they were all very helpful and lovely to talk to excellent staff
Very satisfied with the service
Answered call quickly, listened and gave good advice. I was prescribed antibiotics and the prescription sent to a chemist out my choice. I was able to continue working and didn't have to take anytime off to have to attend an appointment. For me this was prefect and streamlined the process.



Rang for help and feeling very worried, told to ring Dr
Very helpful and understanding of my needs and compassionate in the fact that I was very upset and reassured me
The first advice call was handled professionally and with care, they passed me on to an Assessment GP Call back, this happened very quickly, the assessment was made very professionally and the GP advised that I be seen by the ambulance service, this was arranged and they arrived within 15 minutes. The crew were very friendly and caring, they administered two nebulisers and gave me a thorough check. The nebulisers worked very well, no infection was found in lungs and the wheezing went and breathing improved.
A third party called 111 as I had fallen in the street and was partially concussed, I have Alzheimer's and I was attended to very quickly.
I spoke to someone really helpful who arranged an appointment very quickly.
The call handler was extremely helpful and managed to get me an appointment with the urgent care team Saved me going to A&E
Prompt friendly service for a 94 yr old neighbour
Took too long to answer
Answered pretty quickly and after explaining my symptoms I got a call back within 10mins
The service provided reassurance, information, and swift actions we needed at a stressful time
The call handler did not appear to have a script of what was required for a hypertension crisis, and therefore the guidance was none existent.
I was given clear advice on how to treat myself in the first instance. Then when that didn't resolve my dental problem, access to an emergency dentist whose treatment sorted out the problem.
The person I spoke to was knowledgeable and helpful. She was able to direct me to the right resource to help me.
Every NHS staff member I came into contact with starting from the call handler to the hospital staff, couldn't have been better.
Fantastic communication, kind & compassionate.
I had a UTI and had been prescribed the statutory 3 day course, these had not worked and I know that UTI can escalate quickly as I've had been happy with them before....I needed a different antibiotics but it was a bank holiday , they told me I could get app next day but I didn't want to wait as I had a temp and wasn't feeling well
Fantastic and fast service
Dealt with quickly and politely Taken seriously
I was elected by my GP practice to receive a call, the call was received within a short time and my query resolved
Very efficient
Helpful, calming, prompt service
Effective and efficient service by staff with confidence and knowledge well done.
Easy, friendly and got me some medication for my chest infection.
I ended up between my GP and 111. Neither was prepared to take responsibility for helping me.
Very informative, clear instructions, very helpful.
Very thorough with questions, and quick to get me into urgent care.
Helped me find answers that I needed to know
Because I was told to go to hospital when I got there, they said they had no information about me
Great service
received a very prompt & professional service
Cat 1 but still had to wait 1.5 hours till the ambulance arrived. Paramedics as usual were amazing



Quick referral to local walk-in centre
They were very kind and helpful
Good advice pleasant manner
There always happy cheerful very respectful and caring but most of all reassuring
Efficient helpful friendly
Very good service once the information required was taken!!
Efficient service when I needed it.
Got very badly messed about from day one! 3 times I was sent to the wrong person/dept after appointments had been arranged thru 111. Also, I'm disabled n can hardly walk. So, I was in ***** agony by the end of it 😞
Quick and thorough
Sorted out treatment very quickly and efficiently
After consulting my GP, they directed me to 111 who then directed me back to my GP.
They told me to go to South tyneside hospital and when I got there the hospital said they shouldn't of sent me there and I had to then make the trip to Sunderland Eye infirmary
Very friendly, made me feel comfortable. Explained every step very clearly and professionally.
Very good thanks
A long long wait for an ambulance
Medical advice was given, and we were then advised to attend A&E.
Got the help I needed.
I was suffering from Covid and am classed as very vulnerable. The person was helpful, reassuring and passed me to appropriate help.
Advice took a long time to come.
I was spoken to quickly and advice was clear and specific.
The staff were very nice.
Waited a long time due to number of calls.
Professional, efficient, helpful.
I am a carer for my wife and have used 111 on a number of occasions.
They are caring, courteous very professional know what they are about a very welcome sight.
Very polite and took account of my age and slowness in answering questions.
They talked through everything and went at a slow pace.
Person managing my call told me that medical doctor would call me, they did very quickly and gave good advice.
The handler was reassuring, professional and calm.
Even though the advice was good, it did not solve the problem.
Everything quickly sorted.
Very helpful and patient.
Good service.
The advice allowed to be given was very little value - I was already doing that.
Staff were polite and helpful, well-informed.
Directed to primary care where I received excellent attention.
Could not get a GP appointment but got to speak to a 111 doctor that day.
Helpful - They sent an ambulance.
Once I got through at the second attempt, I received good advice and was told a doctor would phone me the same day which she did.



There was no hesitation and was directed to the right department.
Because I was very happy with the service.
It took 30 minutes to connect with poor advice.
I didn't feel like I got an answer / help to my issue.
One call young lady was very nice and so helpful as we are 78 years old.
Did not have to wait too long, paramedic very thorough and caring.
Most helpful with kindest support putting me forward for a clinician.
Very efficient.
Problem was sorted.
Prompt return of call.
There was a problem at N.Tees who said they were unaware of my call to 111.
Ambulance here promptly and crew carried out thorough checks - locating a potentially dangerous heart condition. Took patient to hospital.
Arranged to get in touch with our own doctor and had medication delivered within hours.
Problem was sorted out. Eventually!
I was very relieved to have someone to speak to.
Long wait to answer phone.
Took a long time to get through and required call back to sort out my issue. Some information given was inaccurate.
A long time to wait before we could speak to someone.
Too long a time to get a 'result'.
I was sent to the wrong shop 3 times!! The first one didn't even have a pharmacy.
Call back within 2 hours, no call back.
Arrived quickly and look after me.
Sent from one side of city to other good job had use of car.
Pointed me in the right direction for Dental services.
I called with a problem, and I was triaged and seen very quickly.
Clear advice referred me on to professionals called back.
Lady on phone was very helpful but follow- on care in Tesco was poorly organised, pharmacist fine though.
Very professional.
Call handler said I needed to go to A&E went and was advised to go to walk in.
Always gave good advice and helped the situation.
The person asked all the right question and listened to my answers.
From first contact, everything went smoothly.
Arranged access to health care needed when couldn't access GP and A&E not appropriate.
Went straight to why I was phoning no unwanted questions asked.
You cleared up health problems about what was wrong with me and what to do sort them out.
I had to make a number of 111 calls with differing outcomes before I got through to someone who was able to help.
They satisfied my needs professionally.
111 service gave calm clear advice.
I was satisfied with the outcome, but it took a long time for the doctor to get back to me. (suggested about 11pm, it was in fact 3 am) but I was not urgent.
The standard of your service.
Could be better if you took off all the information about Covid.



Got all my answers.
They did ring back. 5 hours later at midnight.
Good advice.
I got immediate and helpful service and advice from 111 NOT LIKE MY LOCAL GP SURGERY WHO WERE IGNORANT AND VERY UNHELPLESS
As previous comments
Previous calls to 111 the list of scripted was lengthy and annoying actually asking a patient "what is wrong/ what symptoms" the patient is experiencing and then follow up questions to confirm most relevant treatment route
Very professional and great service
The operator was ok, but I suppose was only giving the advice that he had been instructed to
Very helpful
Satisfied with everything for my needs
Satisfied
I was able to stay at work and got the appropriate treatment and advice over the phone. Much better use of my time. If I'd had to go to an appointment, I would have had to take 2 hrs off work.
Only issue I have is the very lengthy recorded messages at the beginning of the call if you are distressed it's even more stressful trying to get through makes anyone's anxiety when needing help 10 times worse, I feel it could be reviewed and shortened
Very satisfied with all the responses, from initial call answer through to Assessment call and visit by ambulance service. I was not dissatisfied by any step.
It was fine.
Very nice helpful operator, it's the first time I've used the service (hopefully the last!). 🙏
The quickness and reassurance of the nurses who rang me and made appointment for local hospital
The care and compassion give during this time
Lack of knowledge regarding my issue
Quality of service by dental surgery was very good.
The reassurance I received from the person to whom I spoke helped stop my panic and anxiety.
The care and compassion shown by all the NHS members off staff that helped my baby son.
Very kind and understanding of the issue I was going through. Respected me & sorted an appointment within an hour at urgent care. Quality skills, clear communication, I never doubt calling 111.
I just needed to see a GP
They booked ahead for me at A&E so I was expected
Polite, positive
I am dissatisfied with the response time.
All the service was excellent
Just very helpful and reassuring
They tried their best to help
Quick response
friendly & thorough
Call handler was empathetic and friendly
Advice was good. Liked the fact that although I didn't get to see anyone at point of call was reassured that I could call back or go to urgent care with or without appointment but would have to wait. I was very happy with this.
Some of the questions asked to resolve my problem seem unnecessary for my health emergency
Everything very proud and grateful for the service



All satisfied
Satisfied with the way my situation was dealt with. Local facility found and the appointment made on my behalf.
Wrong information
As always very helpful.
I was unsure what to do and if I was eligible for help. Everyone I spoke to was calm, professional plus helpful.
I was told I would receive a call from a doctor within 1 hour. Then I got a call to say it would be hours and not. I waited 6 hours to speak to a doctor.
Speed and clarity.
They followed me a couple of days later which I was very impressed.
Very helpful know what they are about.
The person speaking to me helped me feel calm.
They go over all your details and make you feel they are totally with you.
Clear, easy to hear, understand questions and answers, advice.
Quickly attended to. Amazing.
Friendly but not quick.
The overall treatment.
Dissatisfied with the limitations on offer.
Pointed me in the right direction.
A kind and courteous person who did her best to get me a telephone appointment with a doctor.
Couldn't get through the first time. Was answered quickly the second time. I was pleased a doctor phoned me and gave a prescription the same day.
Everything and everyone was kind and helpful.
First time I've used it but it's a useful service.
No resolution to my problem. I was away from home and had to ring 111 again next day when home. I was referred to an emergency dentist.
Went through many questions to make sure I was as I was.
Very sympathetic and helpful. I also rang back 111 a few days later to thank them.
All was excellent. Everyone most helpful and **** gave me such reassurance.
They were very calming and re-assuring.
In this case all of it worked.
I had not finished giving my details when much to my shock. An ambulance was at my door, and they rushed upstairs and frightened the life out of my husband.
I should have been dealt with by my own GP surgery rather than 2 calls to 111, hospital referral, etc [unreadable ] 2 week rule appointment was arranged.
Original delay in answering was unsatisfactory, but person who we spoke to was very helpful, kind, and considerate.
Too much 'advice' and waiting.
Chaos.
No call back still waiting.
Needed an ambulance asap.
Decision by Medic at clinic to send to hospital quickly taken and proved correct. Had to wait 5 hours at hospital A&E.
Very helpful in resolving problem.
I could trust his advice help me to calm in my situation said all right advice.



Dissatisfied that I rang at 11:30am and it was 6:15pm before someone dealt with me.
Very clear, concise, and listened to me.
Overall, everything sorted me out.
The person who came to see me was helpful.
Staff were considerate and helpful. Bad time it took to get the information I needed.
All your staff were very helpful and so understanding.
Prompt advice.

**Anything we could have done better?**

They could have assisted us in obtaining the necessary, and required, treatment
Some better advice I realise it's difficult but if they are not going to help The. There's no point in being referred to it
Got an ambulance
Have more phone operators
Referred me to someone who understood my issue.
Pointed me to where I could get help. I was offered an ambulance but all I needed was an appointment with a clinician.
More funding from government
Send someone out to see to the person in need at home where there more comfortable instead of leading them to hospital when not necessarily
Stop sending people to "phantom" appointments that don't exist. Contact the patient back to see if all was OK for them.
Tell me correct information and not palming off people to the wrong hospital
Got here faster
More persons answering calls or a feeder service to somewhere else.
Not having to wait so long to get through. And waiting times to be reduced.
Arrive quicker.
Quicker answering times.
Answer immediately. It was an emergency, an overdose.
Expand service to better support caller with LD.
Given me a closer pharmacy to pick up my prescription. Could not collect it.
See above. A quicker response time would improve the service.
Save the 'flannel' and let us get to the point of help.
Got back quicker! But I was not an urgent call.
Less options before speaking to someone.
Only more people on the phones