

111 Service

Quarter 2, 2022-23



Patient Survey Summary

Responses: 554

Questions	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23	Quarterly Trend	Annual Trend	
Overall how was your experience of the service?	78.9	65.8	80.9	80.6	82.1	<input type="radio"/>	77.7	<input type="radio"/>
How helpful was the advice given by the 111 service?	82.6	78.9	84.7	82.2	81.4	<input type="radio"/>	81.8	<input type="radio"/>
Did you follow the advice given by the 111 service?	91.8	90.8	93.0	89.8	90.8	<input type="radio"/>	91.0	<input type="radio"/>
The 111 service dealt with my problem quickly	72.9	64.9	74.7	75.9	76.3	<input type="radio"/>	73.2	<input type="radio"/>
The advice I was given by the 111 service worked well in practice	76.6	72.8	77.3	77.3	75.1	<input type="radio"/>	75.7	<input type="radio"/>
The 111 service helped me to make contact with the right health service	79.4	75.8	80.6	78.9	77.8	<input type="radio"/>	78.3	<input type="radio"/>
The treatment I received at the health service I was referred to was good	77.6	74.3	79.6	77.3	77.3	<input type="radio"/>	77.1	<input type="radio"/>
Using the 111 service reassured me	76.2	72.4	79.3	77.7	76.8	<input type="radio"/>	76.6	<input type="radio"/>
The person managing my call was helpful	83.0	80.5	85.6	84.7	83.1	<input type="radio"/>	83.5	<input type="radio"/>
I was confident of the ability of the person managing my call	81.4	78.5	83.6	81.9	81.1	<input type="radio"/>	81.3	<input type="radio"/>
The person managing my call was kind and compassionate	84.1	82.3	85.9	85.2	84.8	<input type="radio"/>	84.6	<input type="radio"/>
The person managing my call treated me with dignity and respect	85.6	84.8	87.3	87.2	85.9	<input type="radio"/>	86.3	<input type="radio"/>
If called back the advice and guidance given by that person who called me back was useful	79.8	73.5	79.7	77.8	77.9	<input type="radio"/>	77.2	<input type="radio"/>
Are you clear about when to use the 111 service instead of another service?	95.8	96.2	96.4	96.5	95.9	<input type="radio"/>	96.2	<input type="radio"/>
If you faced a similar health problem in the future would you call the 111 service?	87.3	81.4	88.4	86.5	85.4	<input type="radio"/>	85.5	<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 remained within a 5% tolerance.

Quarterly Analysis

In Q2 2022-23 we have collected 554 responses, which is 43 less than the previous quarter (597).

The FFT very good/good score is 82.1%, which is 1.5% more than the previous quarter (80.6%).

9 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%

Area to keep under review is:

- The advice I was given by the 111 service worked well in practice 75.1% (-2.2%)

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 advice I was given by the 111 service worked well in practice 75%
- The 111 service dealt with my problem quickly 76%

3 CCG areas scored below 75% for one or more indicator. North Tyneside CCG scored below 75% on 4 indicators. County Durham CCG scored below 75% on 4 indicators. Northumberland CCG scored below 75% on one indicator.

There were five 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 was helpful
- The person managing my call was kind and compassionate
- 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
- Helpfulness

Demographic Analysis

Demographic respondent numbers may change due to respondents not sharing this data. Demographic analysis below only includes those individuals who have provided data. Unrepresentative groups excluded from analysis are in bold:

- **Gender:** 36% male and 59.9% female
- **Age:** **3.7% under 25**, 13.8% 25-44, 25.9% 45-64, 45.6% 65-84 and 7% 85+
- **Ethnicity:** 1.8% ethnic minorities, 93.6% white British and **0.7% white other**
- **Disability:** 41.1% disabled and 49.7% non-disabled
- **Faith:** 22.2% atheist/no faith, 64.5% Christian and **4.2% non-Christian (other 2.9%)**
- **Sexual Orientation:** 83.5% heterosexual and **1.1% LGB**

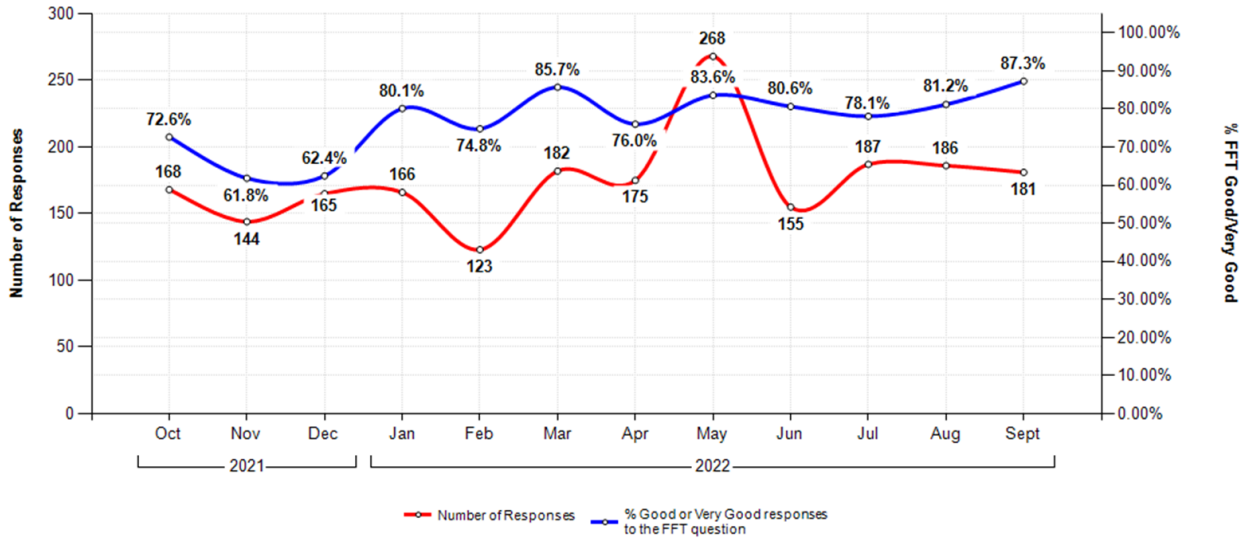
Overall how was your experience of the service? Most, 82.1% (+1.4) were positive. 25-44 (71.4%) and ethnic minorities (73.3%) rated lowest with 85+ (87.5%) rated this highest.

- **How helpful was the advice given?** Most, 85.1% (-1.3%) found this helpful with 25-44 (76.7%) and ethnic minorities (73.3%) rated this lowest.
- **Did you follow the advice?** 86.1% (+1.9%) 85+ (96.8%) selected "Yes, all of it" most
- **As a result of calling the 111 service and the advice / care given your problem:** "resolved" scored 46.5% (-0.4) selected most by 45-64 groups (55.7%) and least by ethnic minorities (23.1%). "worsened" selected most by 25-44 (13.1%), average 6.6%.
- **The call handler was kind and compassionate.** Most, 87.2% (-1.2%) agreed, 25-44 (77.4%) and ethnic minorities (63.7%) rated this lowest.
- **The call back advice was useful.** Most, 74.9% (-2.4%) agreed. Non-disabled (69.4%) and ethnic minorities (66.6%) rated lowest but highest by 65-84 (88.1%) and disabled (81.3%). Disagree (8.7%) rated highest by 25-44 (16.4%) but lowest by 65-84 (3%).
- **The person managing my call treated me with dignity and respect.** Most, 89% (-1.2%) agreed. 65-84 (94%) rated highest but 25-44 (80.4%) rated this lowest.
- **The person managing my call was helpful.** Most, 84.7% (-3.2%) agreed. 25-44 (71%) rated this lowest, 65-84 (90.1%) and 85+ (90.3%) rated this highest.
- **I was confident of the ability of the person managing my call.** Most, 83.4% (+0.4%) agreed. 25-44 (74.2%) and ethnic minorities (72.7%) rated this lowest, 65-84 (88.5%) rated highest. Disagree (8.9%) selected most by 25-44 (19.3%) but least by 85+ (3.2%).
- **Using the 111 service reassured me.** Most, 78.1% (-0.2%) agreed. 25-44 (64.5%) and ethnic minorities (63.7%) rated this lowest, 65-84 (85%) and 85+ (87.1%) rated this highest.
- **The 111 service helped me to make contact with the right health service.** Most, 79.8% (-0.9%) agreed. 85+ (87.1%) rated this highest, ethnic minorities (58.4%) rated this lowest. Disagree (13.2%) selected most by 25-44 (24.6%) and atheist/no faith (18.8%) but least by 65-84 (8%) and 85+ (6.4%).
- **The treatment I received at the health service I was referred to was good.** Most, 77.5% (+2.2%) agreed. 25-44 (71%), 45-65 (71.5%) and ethnic minorities (63.7%) rated this lowest. 65-84 (83.5%) and 85+ (87.1%) rated this highest.

- **The advice I was given worked well in practice.** Most, 75.9% (-2.6%) agreed. 25-44 (63.9%) and ethnic minorities (50%) rated this lowest, 65-84 (83%) rated this highest. Disagree (13.8%) selected most by 25-44 (23%) but lowest by 85+ (6.7%).
- **The 111 service dealt with my problem quickly.** Most, 77.5% (+0.6%) agreed. 25-44 (69.3%) and ethnic minorities (61.6%) rated this lowest. Disagree (average 13.6%) selected most by 25-44 (22.6%), least by 85+ (6.2%).
- **Are you clear about when to use the 111 service instead of another service?** “Yes” selected most, 93.7% (-0.7%). 85+ (87.5%) and ethnic minorities (84.6%) rated this lowest.
- **If you faced a similar health problem in the future would you call the 111 service?** “Yes” selected most, 80.2% (-2.6%). 25-44 (68.9%) rated lowest, 85+ (90.6%) rated highest. “No” (9.4%) selected least by 85+ (3.1%). “Not sure” (10.3%) selected most by 25-44 (18%).
- **As a result of using NHS 111, I subsequently used:** “The ambulance service” (17.4%) selected most by 85+ (46.3%) and disabled (26.4%). “A&E” (22.7%) selected most by 25-44 (28.3%) and atheist/no faith (28.7%).
- **How did you hear about the 111 telephone service?** “TV, Radio, News” (29.5%) selected most by men (37.8%), 65-84 (39.3%) and 85+ (42.9%). “Online” (5.9%) selected most by 25-44 (11.5%) and atheist/no faith (13.4%). Ethnic minorities (28.6%) selected “Friend/relative” most.

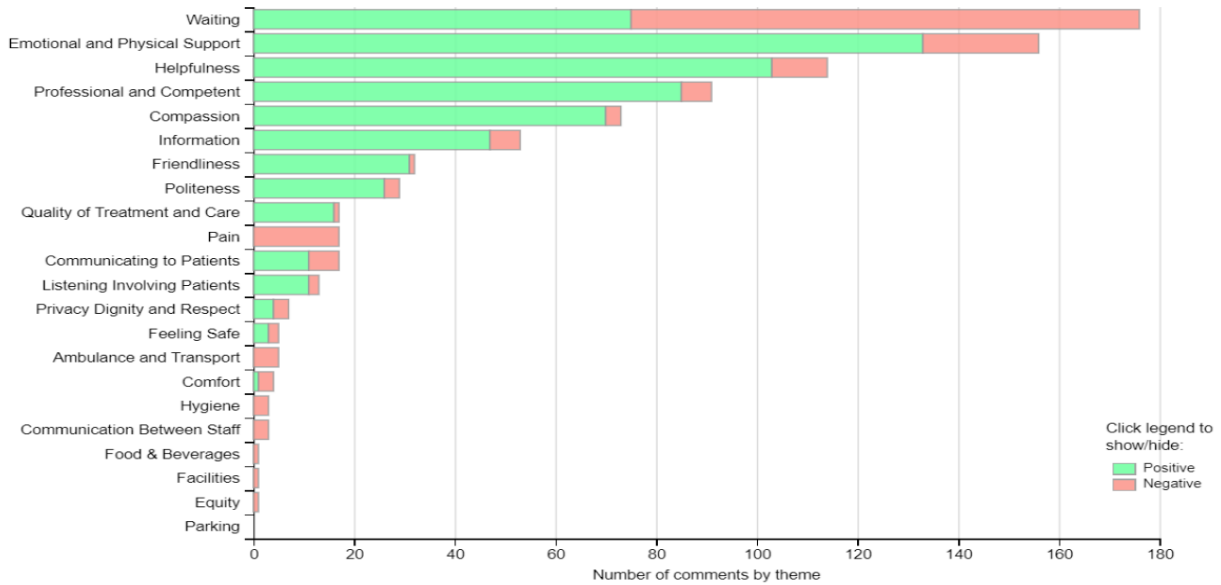
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Quarterly heat map legend

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: 01/07/2022
 End Date: 30/09/2022

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	555	82	81	91	76	75	78	77	77	83	81	85	86	78	96	85	82
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham CCG	189	77	78	91	74	73	76	72	74	81	80	84	84	75	95	83	80
NHS Newcastle Gateshead CCG	36	89	87	94	81	78	83	84	81	87	87	90	90	87	93	92	87
NHS North Tyneside CCG	39	85	75	83	65	72	72	75	68	82	81	84	85	75	93	78	78
NHS Northumberland CCG	142	80	80	90	76	73	75	76	75	81	77	81	84	76	98	84	80
NHS South Tyneside CCG	30	83	84	98	75	76	78	78	76	86	84	90	89	80	98	90	84
NHS Sunderland CCG	19	84	81	95	78	76	79	88	86	88	86	88	91	85	92	95	86
NHS Tees Valley CCG	59	93	90	95	83	82	87	86	86	89	85	87	89	86	95	92	88
No CCG	41	88	86	85	81	77	80	77	81	84	82	86	85	75	100	81	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 2 2022/23

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non Disabled	Atheist/ No Faith	Christian	Non- Christian	Hetero- sexual	LGB
Overall how satisfied or dissatisfied were you	Positive	82.1%	86.6%	82.1%	76.5%	71.4%	81.4%	88.5%	87.5%	73.3%	83.4%	100.0%	84.0%	84.5%	83.2%	84.0%	84.2%	82.6%	80.0%
	Negative	13.9%	9.8%	15.0%	23.5%	22.2%	14.4%	9.6%	6.3%	20.0%	13.6%	0.0%	13.4%	11.9%	13.9%	13.3%	10.5%	13.9%	20.0%
	Total	554	164	273	17	63	118	208	32	15	427	3	187	226	101	294	19	380	5
How helpful was the advice given by the 111 service?	Very helpful	66.7%	72.0%	65.7%	58.8%	61.7%	66.4%	72.1%	71.0%	60.0%	68.3%	66.7%	68.7%	67.6%	69.4%	68.8%	68.4%	68.7%	80.0%
	Quite helpful	18.4%	15.5%	20.0%	17.6%	15.0%	19.8%	17.6%	22.6%	13.3%	18.0%	33.3%	16.5%	19.4%	16.3%	18.1%	21.1%	17.3%	0.0%
	Not very helpful	7.5%	5.6%	6.4%	11.8%	6.7%	6.0%	5.9%	3.2%	6.7%	6.5%	0.0%	7.7%	6.8%	5.1%	6.3%	5.3%	6.2%	0.0%
	Not helpful at all	7.3%	6.8%	7.9%	11.8%	16.7%	7.8%	4.4%	3.2%	20.0%	7.2%	0.0%	7.1%	6.3%	9.2%	6.9%	5.3%	7.8%	20.0%
	Total	478	161	265	17	60	116	204	31	15	416	3	182	222	98	288	19	371	5
Did you follow the advice given by the 111 service?	Yes all of it	86.1%	87.9%	86.5%	70.6%	82.3%	84.2%	89.6%	96.8%	78.6%	86.9%	100.0%	86.8%	87.8%	86.6%	88.7%	84.2%	88.0%	60.0%
	Yes some of it	9.2%	8.9%	9.0%	17.6%	11.3%	12.3%	7.4%	0.0%	14.3%	9.2%	0.0%	10.4%	7.7%	10.3%	7.7%	5.3%	7.9%	40.0%
	No none of it	4.6%	3.2%	4.5%	11.8%	6.5%	3.5%	3.0%	3.2%	7.1%	3.9%	0.0%	2.7%	4.5%	3.1%	3.5%	10.5%	4.1%	0.0%
	Total	476	157	266	17	62	114	202	31	14	413	3	182	221	97	284	19	367	5
If you did not follow the advice why was this?	I did not agree with the advice	13.5%	17.9%	9.6%	25.0%	3.3%	13.9%	15.9%	0.0%	0.0%	13.2%	0.0%	8.5%	16.7%	5.6%	18.5%	0.0%	12.7%	0.0%
	I did not understand the advice	2.8%	2.6%	2.4%	0.0%	0.0%	0.0%	6.8%	0.0%	0.0%	2.6%	0.0%	6.4%	0.0%	2.8%	3.1%	0.0%	2.9%	0.0%
	I tried to follow the advice but it did not work	19.1%	20.5%	21.7%	12.5%	20.0%	13.9%	29.5%	0.0%	42.9%	20.2%	0.0%	25.5%	15.0%	22.2%	18.5%	11.1%	17.6%	33.3%
	I was unable to follow the advice	9.2%	5.1%	12.0%	25.0%	16.7%	5.6%	6.8%	0.0%	28.6%	8.8%	0.0%	4.3%	13.3%	5.6%	12.3%	11.1%	11.8%	0.0%
	Other	55.3%	53.8%	54.2%	37.5%	60.0%	66.7%	40.9%	100.0%	28.6%	55.3%	100.0%	55.3%	55.0%	63.9%	47.7%	77.8%	54.9%	66.7%
	Total	141	39	83	8	30	36	44	6	7	114	1	47	60	36	65	9	102	3

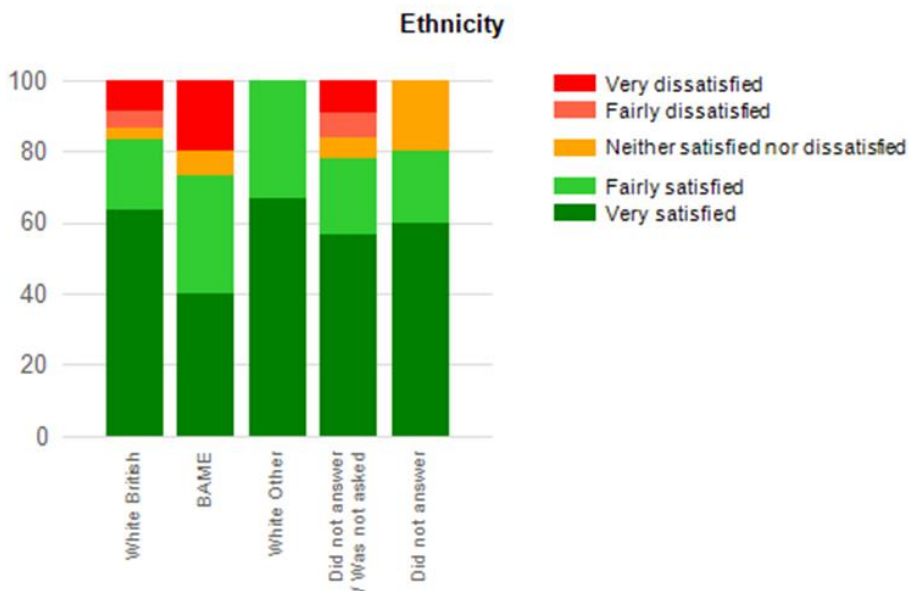
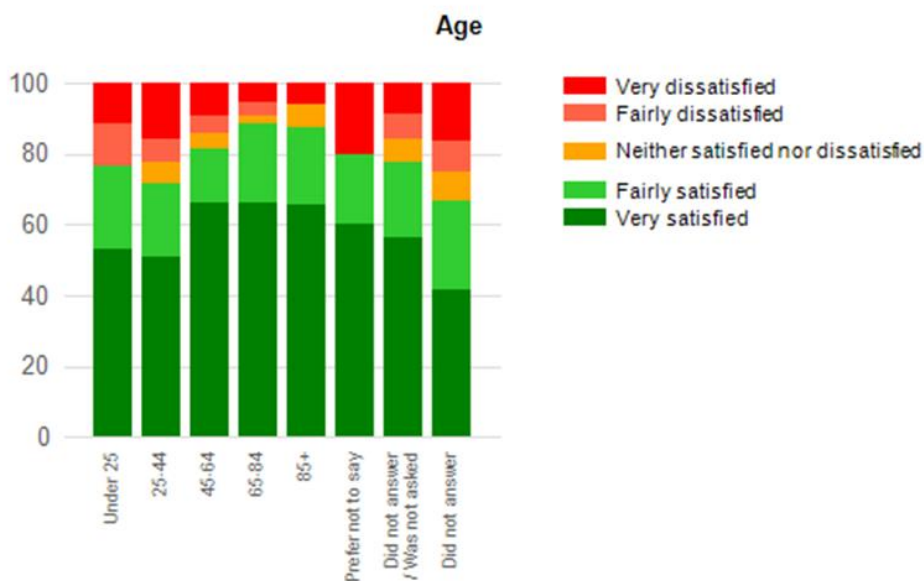
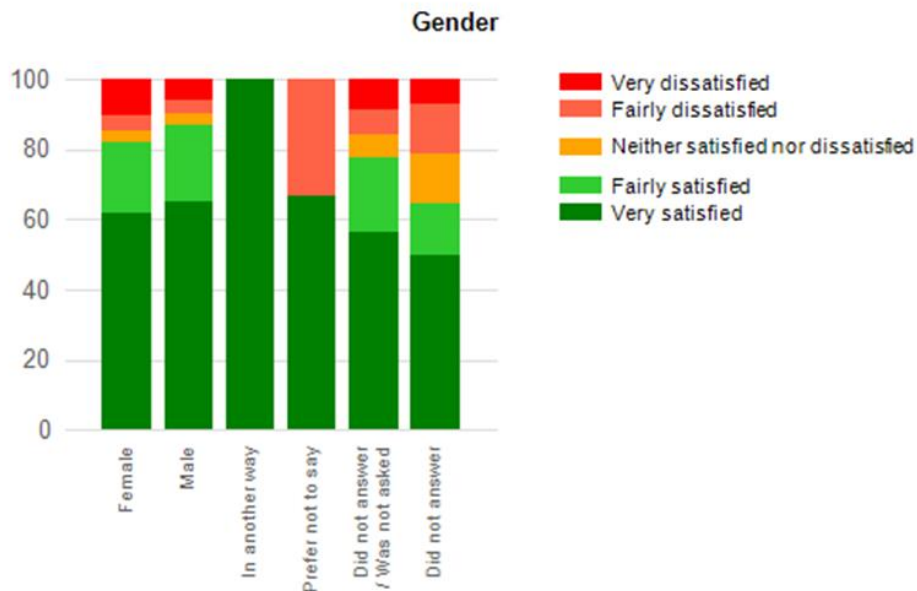
Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non Disabled	Atheist / No Faith	Christian	Non- Christian	Hetero- sexual	LGB
As a result of calling the 111 service and the advice / care given was your:	Problem resolved	46.5%	45.6%	47.0%	35.3%	34.4%	55.7%	47.5%	46.7%	23.1%	47.0%	66.7%	45.6%	48.2%	42.4%	48.8%	27.8%	46.2%	60.0%
	Problem improved	21.6%	24.1%	21.2%	11.8%	24.6%	15.7%	24.5%	23.3%	30.8%	21.8%	0.0%	22.2%	20.5%	19.2%	22.6%	33.3%	21.3%	0.0%
	Problem remained the same	25.3%	26.6%	25.0%	41.2%	27.9%	22.6%	25.0%	30.0%	38.5%	25.7%	33.3%	28.3%	25.0%	30.3%	24.0%	33.3%	27.0%	40.0%
	Problem worsened	6.6%	3.8%	6.8%	11.8%	13.1%	6.1%	3.0%	0.0%	7.7%	5.6%	0.0%	3.9%	6.4%	8.1%	4.6%	5.6%	5.5%	0.0%
	Total	467	158	264	17	61	115	200	30	13	413	3	180	220	99	283	18	366	5
The treatment I received at the health service I was referred to was good	Strongly agree	51.6%	55.7%	50.0%	58.8%	45.2%	55.4%	53.5%	45.2%	45.5%	52.1%	33.3%	51.1%	54.2%	54.6%	51.9%	58.8%	54.0%	40.0%
	Agree	25.9%	24.7%	26.7%	5.9%	25.8%	16.1%	30.0%	41.9%	18.2%	26.4%	33.3%	26.9%	25.5%	19.6%	28.8%	17.6%	24.5%	40.0%
	Neither agree or disagree	10.5%	9.5%	10.7%	17.6%	8.1%	13.4%	9.5%	6.5%	9.1%	9.9%	33.3%	12.1%	9.3%	13.4%	8.4%	17.6%	9.5%	0.0%
	Disagree	4.2%	3.2%	5.0%	5.9%	4.8%	5.4%	3.5%	3.2%	0.0%	4.4%	0.0%	4.4%	4.2%	6.2%	3.2%	5.9%	4.1%	0.0%
	Strongly disagree	7.8%	7.0%	7.6%	11.8%	16.1%	9.8%	3.5%	3.2%	27.3%	7.3%	0.0%	5.5%	6.9%	6.2%	7.7%	0.0%	7.9%	20.0%
	Total	448	158	262	17	62	112	200	31	11	413	3	182	216	97	285	17	367	5
The 111 service dealt with my problem quickly	Strongly agree	49.5%	53.4%	47.4%	52.9%	43.5%	58.3%	47.3%	40.6%	38.5%	50.0%	33.3%	48.4%	50.2%	59.2%	48.8%	31.6%	50.7%	40.0%
	Agree	28.0%	25.5%	29.9%	17.6%	25.8%	20.0%	33.7%	37.5%	23.1%	28.1%	66.7%	28.6%	28.7%	20.4%	30.8%	36.8%	26.8%	40.0%
	Neither agree or disagree	9.0%	9.9%	7.8%	5.9%	8.1%	6.1%	9.3%	15.6%	7.7%	8.3%	0.0%	10.4%	7.6%	9.2%	7.3%	10.5%	9.1%	0.0%
	Disagree	5.5%	3.1%	7.5%	11.8%	6.5%	6.1%	5.4%	3.1%	0.0%	6.0%	0.0%	5.5%	6.7%	4.1%	6.2%	10.5%	5.1%	0.0%
	Strongly disagree	8.1%	8.1%	7.5%	11.8%	16.1%	9.6%	4.4%	3.1%	30.8%	7.6%	0.0%	7.1%	6.7%	7.1%	6.9%	10.5%	8.3%	20.0%
	Total	457	161	268	17	62	115	205	32	13	420	3	182	223	98	289	19	373	5
The advice I was given by the 111 service worked well in practice	Strongly agree	46.2%	51.6%	44.4%	52.9%	39.3%	50.4%	47.5%	40.0%	33.3%	46.6%	66.7%	46.4%	48.2%	51.0%	47.4%	35.3%	48.2%	40.0%
	Agree	29.7%	24.5%	32.2%	0.0%	24.6%	22.1%	35.5%	40.0%	16.7%	30.1%	0.0%	30.7%	28.4%	22.4%	32.3%	35.3%	28.9%	40.0%
	Neither agree or disagree	10.3%	8.8%	11.1%	17.6%	13.1%	12.4%	7.5%	13.3%	8.3%	10.2%	0.0%	10.6%	9.2%	11.2%	7.0%	23.5%	8.7%	0.0%
	Disagree	6.0%	6.9%	5.7%	11.8%	8.2%	6.2%	5.5%	0.0%	16.7%	5.6%	33.3%	5.0%	7.8%	8.2%	6.0%	5.9%	6.3%	0.0%
	Strongly disagree	7.8%	8.2%	6.5%	17.6%	14.8%	8.8%	4.0%	6.7%	25.0%	7.5%	0.0%	7.3%	6.4%	7.1%	7.4%	0.0%	7.9%	20.0%
	Total	448	159	261	17	61	113	200	30	12	412	3	179	218	98	285	17	367	5

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non Disabled	Atheist/ No Faith	Christian	Non- Christian	Hetero- sexual	LGB
The 111 service helped me to make contact with the right health service	Strongly agree	53.5%	57.2%	52.3%	64.7%	52.5%	58.4%	52.7%	45.2%	41.7%	54.0%	66.7%	50.3%	57.1%	59.4%	53.1%	55.6%	55.9%	60.0%
	Agree	26.3%	23.9%	27.5%	5.9%	19.7%	18.6%	31.3%	41.9%	16.7%	26.2%	33.3%	30.4%	22.8%	16.7%	29.7%	27.8%	23.4%	20.0%
	Neither agree or disagree	7.1%	6.3%	6.9%	0.0%	3.3%	8.0%	8.0%	6.5%	8.3%	7.0%	0.0%	6.6%	7.3%	5.2%	6.3%	5.6%	7.1%	0.0%
	Disagree	4.5%	4.4%	4.6%	11.8%	4.9%	5.3%	3.5%	3.2%	0.0%	4.6%	0.0%	3.9%	5.5%	9.4%	2.4%	5.6%	4.4%	0.0%
	Strongly disagree	8.7%	8.2%	8.8%	17.6%	19.7%	9.7%	4.5%	3.2%	33.3%	8.2%	0.0%	8.8%	7.3%	9.4%	8.4%	5.6%	9.3%	20.0%
	Total		449	159	262	17	61	113	201	31	12	413	3	181	219	96	286	18	367
I was confident of the ability of the person managing my call	Strongly agree	55.7%	60.4%	53.6%	47.1%	56.5%	57.1%	58.0%	45.2%	36.4%	55.7%	66.7%	56.4%	56.6%	65.3%	55.3%	47.1%	58.4%	40.0%
	Agree	27.7%	23.9%	29.5%	23.5%	17.7%	24.1%	30.5%	41.9%	36.4%	27.6%	33.3%	29.1%	26.0%	20.4%	27.8%	47.1%	25.0%	40.0%
	Neither agree or disagree	7.6%	5.7%	8.8%	5.9%	6.5%	8.9%	6.5%	9.7%	0.0%	7.7%	0.0%	6.7%	8.7%	6.1%	7.4%	5.9%	7.1%	20.0%
	Disagree	3.1%	4.4%	2.7%	17.6%	4.8%	2.7%	2.5%	0.0%	0.0%	3.4%	0.0%	3.4%	3.2%	6.1%	2.8%	0.0%	3.3%	0.0%
	Strongly disagree	5.8%	5.7%	5.4%	5.9%	14.5%	7.1%	2.5%	3.2%	27.3%	5.6%	0.0%	4.5%	5.5%	2.0%	6.7%	0.0%	6.3%	0.0%
	Total		447	159	261	17	62	112	200	31	11	413	3	179	219	98	284	17	368
The person managing my call was helpful	Strongly agree	61.1%	64.6%	59.8%	58.8%	59.7%	63.7%	62.7%	51.6%	41.7%	60.9%	100.0%	61.7%	61.6%	70.4%	60.4%	55.6%	63.3%	60.0%
	Agree	23.6%	19.6%	25.8%	11.8%	11.3%	21.2%	27.4%	38.7%	25.0%	24.2%	0.0%	25.6%	22.8%	15.3%	25.6%	27.8%	21.7%	20.0%
	Neither agree or disagree	7.6%	8.2%	7.2%	5.9%	9.7%	8.0%	6.5%	6.5%	0.0%	7.7%	0.0%	6.1%	8.7%	8.2%	6.3%	11.1%	7.1%	0.0%
	Disagree	2.2%	2.5%	2.3%	17.6%	3.2%	0.9%	2.0%	0.0%	8.3%	2.2%	0.0%	2.2%	2.3%	2.0%	2.5%	5.6%	2.2%	0.0%
	Strongly disagree	5.6%	5.1%	4.9%	5.9%	16.1%	6.2%	1.5%	3.2%	25.0%	5.1%	0.0%	4.4%	4.6%	4.1%	5.3%	0.0%	5.7%	20.0%
	Total		450	158	264	17	62	113	201	31	12	414	3	180	219	98	285	18	368
Using the 111 service reassured me	Strongly agree	49.2%	50.6%	49.4%	52.9%	46.8%	51.8%	50.3%	45.2%	36.4%	49.3%	66.7%	49.2%	51.8%	56.1%	48.4%	52.9%	50.4%	60.0%
	Agree	28.9%	26.6%	29.1%	11.8%	17.7%	21.4%	34.7%	41.9%	27.3%	28.6%	33.3%	30.2%	26.1%	19.4%	31.4%	35.3%	27.0%	20.0%
	Neither agree or disagree	9.2%	10.8%	8.8%	11.8%	9.7%	13.4%	7.0%	9.7%	9.1%	9.5%	0.0%	8.9%	9.2%	10.2%	8.1%	5.9%	9.3%	0.0%
	Disagree	5.6%	5.7%	5.7%	5.9%	8.1%	5.4%	5.5%	0.0%	0.0%	5.8%	0.0%	6.1%	6.0%	9.2%	4.6%	5.9%	5.7%	0.0%
	Strongly disagree	7.2%	6.3%	6.9%	17.6%	17.7%	8.0%	2.5%	3.2%	27.3%	6.8%	0.0%	5.6%	6.9%	5.1%	7.4%	0.0%	7.6%	20.0%
	Total		447	158	261	17	62	112	199	31	11	412	3	179	218	98	283	17	367

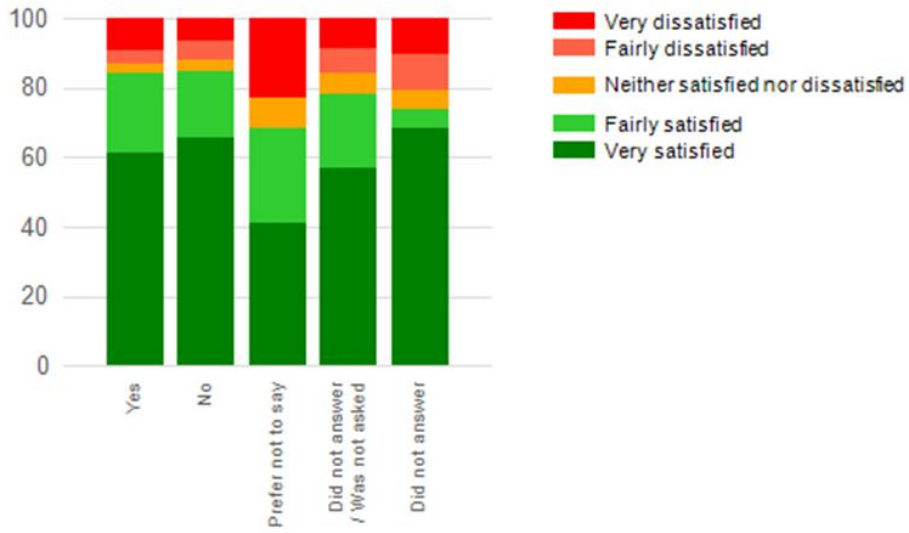
Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Disabled Non	Atheist/ No Faith	Christian	Non- Christian	Hetero- sexual	LGB
The person managing my call was kind and compassionate	Strongly agree	59.2%	62.9%	57.6%	76.5%	54.8%	63.7%	59.4%	44.8%	45.5%	58.6%	100.0%	59.8%	59.2%	67.3%	58.1%	58.8%	60.5%	60.0%
	Agree	28.0%	22.6%	30.9%	17.6%	22.6%	20.4%	32.7%	41.4%	18.2%	28.9%	0.0%	27.4%	29.4%	21.4%	30.3%	35.3%	27.2%	40.0%
	Neither agree or disagree	8.5%	10.7%	7.6%	5.9%	9.7%	10.6%	6.9%	10.3%	9.1%	8.7%	0.0%	10.6%	6.9%	7.1%	7.7%	5.9%	7.4%	0.0%
	Disagree	1.1%	1.3%	1.1%	0.0%	3.2%	0.9%	1.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.3%	3.1%	0.7%	0.0%	1.4%	0.0%
	Strongly disagree	3.1%	2.5%	2.7%	0.0%	9.7%	4.4%	0.0%	3.4%	27.3%	2.7%	0.0%	2.2%	2.3%	1.0%	3.2%	0.0%	3.5%	0.0%
	Total		446	159	262	17	62	113	202	29	11	415	3	179	218	98	284	17	367
If called back the advice and guidance given by that person who called me back was useful	Strongly agree	51.2%	53.9%	50.3%	53.8%	41.8%	54.9%	56.0%	35.0%	44.4%	51.1%	0.0%	53.7%	49.0%	58.2%	50.2%	53.3%	52.0%	60.0%
	Agree	23.7%	20.9%	25.1%	0.0%	12.7%	16.5%	32.1%	40.0%	22.2%	23.5%	100.0%	27.6%	20.4%	15.2%	25.9%	26.7%	22.2%	20.0%
	Neither agree or disagree	16.5%	16.5%	17.1%	30.8%	29.1%	19.8%	9.0%	15.0%	0.0%	17.4%	0.0%	10.4%	22.9%	19.0%	15.1%	20.0%	16.7%	0.0%
	Disagree	3.0%	4.3%	2.0%	0.0%	5.5%	2.2%	3.0%	0.0%	0.0%	3.2%	0.0%	3.7%	3.2%	5.1%	2.4%	0.0%	3.3%	0.0%
	Strongly disagree	5.7%	4.3%	5.5%	15.4%	10.9%	6.6%	0.0%	10.0%	33.3%	4.8%	0.0%	4.5%	4.5%	2.5%	6.3%	0.0%	5.8%	20.0%
	Total		334	115	199	13	55	91	134	20	9	311	1	134	157	79	205	15	275
The person managing my call treated me with dignity and respect	Strongly agree	60.9%	63.9%	59.5%	64.7%	60.7%	66.1%	60.2%	51.6%	54.5%	60.3%	100.0%	61.5%	61.8%	70.1%	58.6%	64.7%	63.1%	60.0%
	Agree	28.1%	25.9%	29.4%	29.4%	19.7%	18.8%	33.8%	38.7%	18.2%	28.8%	0.0%	26.8%	29.5%	20.6%	30.9%	29.4%	25.7%	40.0%
	Neither agree or disagree	7.4%	7.0%	7.6%	5.9%	8.2%	10.7%	5.5%	6.5%	0.0%	7.7%	0.0%	9.5%	5.5%	5.2%	7.4%	5.9%	7.1%	0.0%
	Disagree	0.9%	0.6%	1.1%	0.0%	4.9%	0.0%	0.5%	0.0%	0.0%	1.0%	0.0%	0.0%	1.8%	4.1%	0.0%	0.0%	1.1%	0.0%
	Strongly disagree	2.7%	2.5%	2.3%	0.0%	6.6%	4.5%	0.0%	3.2%	27.3%	2.2%	0.0%	2.2%	1.4%	0.0%	3.2%	0.0%	3.0%	0.0%
	Total		445	158	262	17	61	112	201	31	11	413	3	179	217	97	285	17	366
As a result of using NHS 111, I subsequently used:	The ambulance service	17.4%	16.4%	16.9%	5.9%	13.3%	11.2%	18.3%	46.2%	13.3%	17.4%	0.0%	26.4%	9.3%	12.8%	19.0%	23.5%	16.0%	20.0%
	A&E service	22.7%	19.9%	24.4%	52.9%	28.3%	24.3%	18.9%	15.4%	20.0%	22.8%	33.3%	17.6%	27.3%	28.7%	21.3%	23.5%	22.3%	20.0%
	Primary care service	42.8%	45.9%	41.7%	41.2%	38.3%	41.1%	46.9%	34.6%	40.0%	42.9%	33.3%	40.9%	45.4%	42.6%	41.5%	41.2%	43.6%	40.0%
	Another service	17.1%	17.8%	16.9%	0.0%	20.0%	23.4%	16.0%	3.8%	26.7%	16.9%	33.3%	15.1%	18.0%	16.0%	18.2%	11.8%	18.1%	20.0%
	Total		397	146	242	17	60	107	175	26	15	373	3	159	205	94	253	17	337

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non Disabled	Atheist / No Faith	Christian	Non- Christian	Hetero- sexual	LGB
How did you hear about the 111 telephone service? (please tick all that apply)	TV, radio, news	29.5%	37.8%	25.1%	25.0%	13.1%	21.4%	39.3%	42.9%	7.1%	31.1%	0.0%	32.0%	29.2%	23.7%	34.4%	16.7%	31.1%	20.0%
	Leaflet	5.3%	7.1%	4.2%	6.3%	1.6%	1.8%	8.0%	7.1%	0.0%	5.6%	0.0%	5.0%	4.2%	3.1%	6.0%	11.1%	5.5%	0.0%
	Friend/relative	21.0%	21.8%	20.9%	6.3%	21.3%	21.4%	19.9%	21.4%	28.6%	20.6%	33.3%	22.1%	18.5%	25.8%	18.8%	27.8%	19.3%	20.0%
	Health service telephone message	12.1%	12.2%	11.8%	12.5%	8.2%	16.1%	11.9%	7.1%	14.3%	12.0%	0.0%	15.5%	10.6%	11.3%	12.4%	22.2%	12.4%	20.0%
	Online	5.9%	3.2%	7.6%	6.3%	11.5%	7.1%	4.5%	0.0%	0.0%	6.1%	0.0%	3.9%	7.4%	13.4%	3.2%	5.6%	6.1%	0.0%
	GP	25.3%	25.0%	26.2%	31.3%	19.7%	24.1%	28.4%	25.0%	28.6%	25.0%	66.7%	26.5%	24.5%	17.5%	27.0%	27.8%	25.1%	20.0%
	Local/regional event	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%	0.0%	0.6%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%
	Other	16.2%	12.2%	17.9%	12.5%	24.6%	19.6%	12.9%	10.7%	21.4%	15.9%	0.0%	14.4%	16.2%	18.6%	14.2%	16.7%	16.3%	20.0%
	Total		438	156	263	16	61	112	201	28	14	408	3	181	216	97	282	18	363
Are you clear about when to use the 111 service instead of another service?	Yes	93.7%	93.8%	93.6%	94.1%	91.8%	94.7%	94.1%	87.5%	84.6%	93.8%	100.0%	94.0%	94.1%	95.0%	93.7%	88.9%	93.0%	100.0%
	No	2.0%	1.9%	1.9%	5.9%	1.6%	1.8%	1.5%	6.3%	0.0%	2.2%	0.0%	2.7%	1.8%	1.0%	2.1%	5.6%	2.2%	0.0%
	Not sure	4.3%	4.3%	4.5%	0.0%	6.6%	3.5%	4.4%	6.3%	15.4%	4.1%	0.0%	3.3%	4.1%	4.0%	4.2%	5.6%	4.9%	0.0%
	Total		446	161	267	17	61	114	204	32	13	416	3	183	220	100	286	18	369
If you faced a similar health problem in the future would you call the 111 service?	Yes	80.2%	82.0%	79.3%	70.6%	68.9%	80.0%	84.2%	90.6%	64.3%	80.5%	100.0%	81.0%	79.6%	78.8%	81.1%	78.9%	80.6%	80.0%
	No	9.4%	8.1%	10.9%	11.8%	13.1%	11.3%	8.4%	3.1%	7.1%	9.9%	0.0%	9.2%	10.0%	10.1%	9.4%	0.0%	9.7%	0.0%
	Not sure	10.3%	9.9%	9.8%	17.6%	18.0%	8.7%	7.4%	6.3%	28.6%	9.6%	0.0%	9.8%	10.4%	11.1%	9.4%	21.1%	9.7%	20.0%
	Total		445	161	266	17	61	115	202	32	14	415	3	184	221	99	286	19	371
If the 111 service had not been available would you have contacted another service about your health problem	GP	34.3%	28.8%	37.1%	23.5%	21.0%	34.5%	36.8%	50.0%	6.7%	35.6%	0.0%	31.6%	33.8%	33.3%	35.0%	33.3%	34.9%	20.0%
	Urgent Treatment Centre	22.5%	25.5%	22.0%	35.3%	25.8%	23.3%	20.2%	21.4%	26.7%	22.0%	33.3%	21.6%	25.2%	28.1%	21.4%	11.1%	21.6%	60.0%
	999	13.2%	20.3%	8.0%	11.8%	8.1%	7.8%	16.6%	21.4%	26.7%	12.6%	0.0%	18.1%	9.0%	8.3%	13.6%	33.3%	12.7%	20.0%
	A&E	19.0%	15.7%	21.2%	29.4%	29.0%	19.8%	17.1%	3.6%	20.0%	19.3%	33.3%	19.9%	18.9%	18.8%	18.9%	16.7%	19.1%	0.0%
	Pharmacist or Chemist	3.5%	3.9%	3.0%	0.0%	4.8%	8.6%	1.0%	0.0%	13.3%	3.0%	33.3%	1.8%	5.0%	6.3%	2.9%	5.6%	3.9%	0.0%
	Other	2.8%	1.3%	3.8%	0.0%	3.2%	2.6%	3.1%	0.0%	0.0%	3.0%	0.0%	3.5%	2.7%	1.0%	3.2%	0.0%	2.8%	0.0%
	No	3.5%	2.6%	3.8%	0.0%	6.5%	2.6%	3.6%	0.0%	0.0%	3.5%	0.0%	2.3%	4.1%	3.1%	3.6%	0.0%	3.3%	0.0%
	N/A, didn't call directly.	1.4%	2.0%	1.1%	0.0%	1.6%	0.9%	1.6%	3.6%	6.7%	1.2%	0.0%	1.2%	1.4%	1.0%	1.4%	0.0%	1.7%	0.0%
	Total		432	153	264	17	62	116	193	28	15	405	3	171	222	96	280	18	361

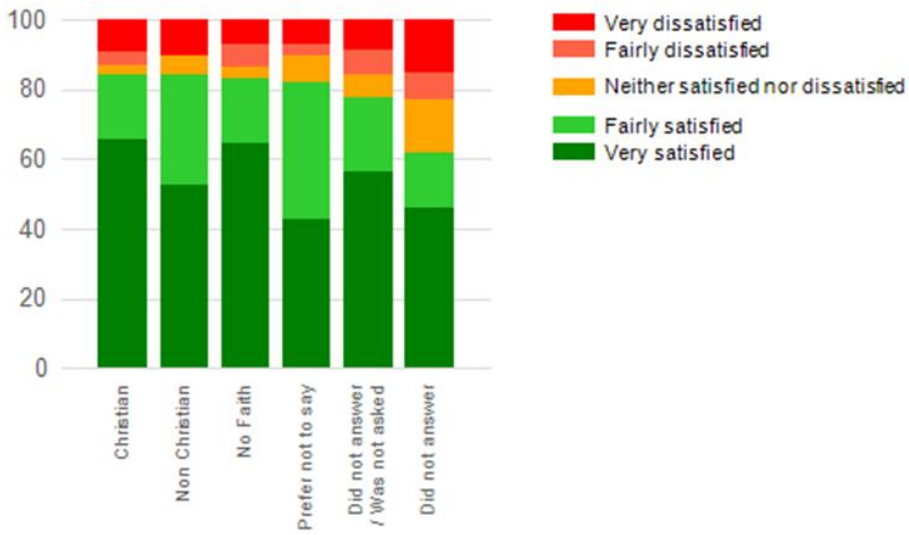
Friends and Family Test Demographic Breakdown Graphs



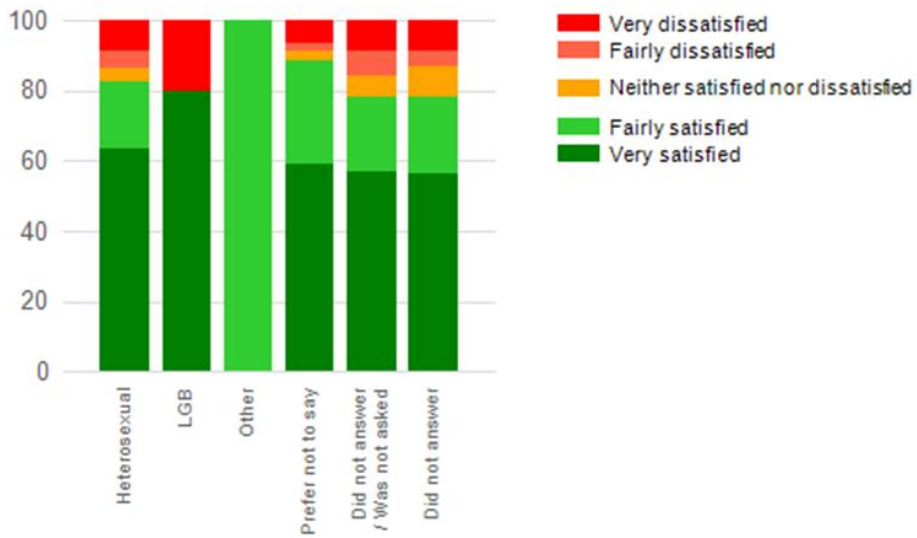
Disability



Religion or Faith



Sexual Orientation



Full Question Set

Question 1: Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very satisfied	341	61.6%
Fairly satisfied	114	20.6%
Neither satisfied nor dissatisfied	22	4.0%
Fairly dissatisfied	28	5.1%
Very dissatisfied	49	8.8%
Don't know	0	0.0%
Total	554	100%

Question 2: How helpful was the advice given by the 111 service?

Available Answers	Responses	Score (%)
Very helpful	319	66.7%
Quite helpful	88	18.4%
Not very helpful	36	7.5%
Not helpful at all	35	7.3%
Total	478	100%

Question 3: Did you follow the advice given by the 111 service?

Available Answers	Responses	Score (%)
Yes all of it	410	86.1%
Yes some of it	44	9.2%
No none of it	22	4.6%
Total	476	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	207	46.2%
Agree	133	29.7%
Neither agree or disagree	46	10.3%
Disagree	27	6.0%
Strongly disagree	35	7.8%
Total	448	100%

Question 6: The treatment I received at the health service I was referred to was good		
Available Answers	Responses	Score (%)
Strongly agree	231	51.6%
Agree	116	25.9%
Neither agree or disagree	47	10.5%
Disagree	19	4.2%
Strongly disagree	35	7.8%
Total	448	100%

Question 7: The 111 service helped me to make contact with the right health service		
Available Answers	Responses	Score (%)
Strongly agree	240	53.5%
Agree	118	26.3%
Neither agree or disagree	32	7.1%
Disagree	20	4.5%
Strongly disagree	39	8.7%
Total	449	100%

Question 8: The person managing my call was helpful		
Available Answers	Responses	Score (%)
Strongly agree	275	61.1%
Agree	106	23.6%
Neither agree or disagree	34	7.6%
Disagree	10	2.2%
Strongly disagree	25	5.6%
Total	450	100%

Question 9: I was confident of the ability of the person managing my call

Available Answers	Responses	Score (%)
Strongly agree	249	55.7%
Agree	124	27.7%
Neither agree or disagree	34	7.6%
Disagree	14	3.1%
Strongly disagree	26	5.8%
Total	447	100%

Question 10: Using the 111 service reassured me

Available Answers	Responses	Score (%)
Strongly agree	220	49.2%
Agree	129	28.9%
Neither agree or disagree	41	9.2%
Disagree	25	5.6%
Strongly disagree	32	7.2%
Total	447	100%

Question 11: The person managing my call treated me with dignity and respect

Available Answers	Responses	Score (%)
Strongly agree	271	60.9%
Agree	125	28.1%
Neither agree or disagree	33	7.4%
Disagree	4	0.9%
Strongly disagree	12	2.7%
Total	445	100%

Question 12: The person managing my call was kind and compassionate

Available Answers	Responses	Score (%)
Strongly agree	264	59.2%
Agree	125	28.0%
Neither agree or disagree	38	8.5%
Disagree	5	1.1%
Strongly disagree	14	3.1%
Total	446	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	171	51.2%
Agree	79	23.7%
Neither agree or disagree	55	16.5%
Disagree	10	3.0%
Strongly disagree	19	5.7%
Total	334	100%

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

Available Answers	Responses	Score (%)
Yes	418	93.7%
No	9	2.0%
Not sure	19	4.3%
Total	446	100%

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

Available Answers	Responses	Score (%)
Yes	357	80.2%
No	42	9.4%
Not sure	46	10.3%
Total	445	100%

Question 16: What is your age?

Available Answers	Responses	Score (%)
Under 25	17	3.7%
25-44	63	13.8%
45-64	118	25.9%
65-84	208	45.6%
85+	32	7.0%
Prefer not to say	5	1.1%
Did not answer	13	2.9%
Total	456	100%

Question 17: How would you describe your gender?

Available Answers	Responses	Score (%)
Female	273	59.9%
Male	164	36.0%
In another way	1	0.2%
Prefer not to say	3	0.7%
Did not answer	15	3.3%
Total	456	100%

Question 19: What is your ethnic group?

Available Answers	Responses	Score (%)
White British	427	93.6%
White other	3	0.7%
Ethnic minorities Comprising: <ul style="list-style-type: none"> Asian or Asian British (5 responses, 1.1%), Black African/Caribbean/Black British (1 response, 0.2%), Mixed/multiple ethnic groups (2 responses, 0.4%), Other (0 responses, 0%) 	8	1.8%
Prefer not to say	7	1.5%
Did not answer	11	2.4%
Total	456	100%

Question 20: How would you describe your religion or belief?

Available Answers	Responses	Score (%)
Christian	294	64.5%
Atheist/No religion or belief	101	22.2%
Non-Christian Comprising: <ul style="list-style-type: none"> Buddhist (0 responses, 0%), Hindu (0 response, 0%), Jewish (2 responses, 0.4%), Muslim (4 responses, 0.9%) Sikh (0 responses, 0%) Other (13 responses, 2.9%) 	19	4.2%
Prefer not to say	28	6.1%
Did not answer	14	3.1%
Total	456	100%

Question 21: Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last, at least 12months?

Available Answers	Responses	Score (%)
Yes	187	41.1%
No	226	49.7%
Prefer not to say	22	4.8%
Did not answer	20	4.4%
Total	455	100%

Question 22: How would you describe how you think of your sexual orientation?

Available Answers	Responses	Score (%)
Heterosexual or Straight	380	83.5%
LGB Comprising: <ul style="list-style-type: none"> • Gay or lesbian (4 responses, 0.9%) • Bisexual (1 responses, 0.2%) 	5	1.1%
Other	2	0.4%
Don't know of not sure	0	0%
Prefer not to say	44	9.7%
Did not answer	24	5.3%
Total	455	100%