

**Private and Confidential**

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# **NHS 111 Service Satisfaction Questionnaire Report**

Nottingham NHS 111

October 2014 - March 2015





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19 May 2015

Dear Mr Oxley

Please find enclosed your NHS 111 Service Satisfaction Questionnaire report outlining the feedback obtained from patients using this service.

This report details results obtained from 160 patients in October 2014 - March 2015.

The results have been illustrated in tables; associated benchmarks and performance bands, where applicable, will be displayed when sufficient data has been collated to make the information reliable and meaningful. Supporting documents have been provided to help you with the interpretation and understanding of your results.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=178838>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results. I hope this report gives you useful feedback about how patients rated your organisation and service, and provides a good basis for reflection.

Yours sincerely

CFEP UK Reports Team

## Introduction

### Your use of the NHS 111 service

Did you call the service yourself	P1
How did you first hear about NHS 111	P1
How did you get through to the service	P1
How many times did you call before you got through to the 111 call advisor	P1
Did you follow the advice given to you by the 111 service	P1

### Satisfaction and recommendation

Satisfaction with the 111 service	P1
Recommendation to friends and family	P2

### After you used the NHS 111 service

Getting in touch with other service following call	P3
First service used after call	P3
Problem one week after call	P3
Other service used if NHS 111 was not available	P3

Your patient demographics	P4
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Your patient comments	P5
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List of patients that are happy to be contacted

## Supporting documents

Sample patient questionnaire

This survey was designed to give you an insight into how your NHS 111 service is viewed by your patients. The report outlines the information that has been collected and analysed from patients using your service in the form of tables. Explanation on how to interpret this information can be found in the report. Benchmarks are provided where applicable. From the report you will be able to clearly pinpoint areas where you performed well and also those areas where you feel that improvements may be needed.

## Details of your survey

Data for this survey was collated in May 2015, for October 2014 - March 2015. 650 patient questionnaires were sent out and 162 questionnaires were returned giving a response rate of 25%. Of the returned questionnaires 160 were successfully completed and the data incorporated into this report (see table below).

Designation of questionnaires sent out	Number of questionnaires
<b>Returned questionnaires</b>	
Questionnaire blank	2
Successfully completed by patient	160
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	488
Total number of questionnaires	650

## Your use of the NHS 111 service

	Number of Responses	% of Responses
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### Q1 Did you call the service yourself

Yes, I called it myself	124	78%
No, someone called it on my behalf	36	23%
Blank	0	0%

### Q2 How did you first hear about NHS 111

My GP, nurse or other doctor	42	26%
Family or friend	33	21%
Leaflet through my door	3	2%
Poster	12	8%
Local TV/Radio/Newspaper	23	14%
National TV/Radio/Newspaper/Internet	34	21%
Blank	13	8%

### Q3 How did you get through to the service

Dialled 111	134	84%
Called GP surgery and diverted to 111	5	3%
Called GP surgery and message told me to call 111	12	8%
Do not remember	1	1%
Called another service and message told me to call	2	1%
Other	3	2%
Blank	3	2%

### Q4 How many times did you call before you got through to the 111 call advisor

First time	147	92%
Second time	5	3%
Over 2 calls to get through	3	2%
Don't remember	4	3%
Blank	1	1%

### Q5 Did you follow all of the advice given to you by the 111 service

Yes, all of it	141	88%
Some of it	13	8%
Did not follow any of the advice	5	3%
Blank	1	1%

Percentages may not add up to 100% due to rounding.

## Satisfaction and recommendation

	Number of Responses	% of Responses
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### Q6 Overall, how satisfied were you with the 111 experience?

Very satisfied	104	65%
Fairly satisfied	33	21%
Neither satisfied nor dissatisfied	7	4%
Dissatisfied	14	9%
Blank	2	1%

Percentages may not add up to 100% due to rounding.

## Your recommendation

Table 1: Your recommendation

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Blank
Q7 How likely is it that you would recommend the 111 service to your friends and family	99	41	5	3	9	2	1

Table 2: Scores and benchmarks

	Your score (%)	Benchmark data (%)				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q7 How likely is it that you would recommend the 111 service to your friends and family	52	-	-	-	-	-

- benchmark data not available

-- score not provided

See score explanation for score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of scores of all benchmarked doctors respectfully.

### Details of score calculation for Q7

Q7 is the 'Net Promoter' question which originated in the US as a customer loyalty metric and has been widely used in industry. More recently it has been suggested for use in the NHS, to measure patient satisfaction through a simple recommendation question (Q7).

In essence, if you highly recommend then you are classified as a Promoter, if you don't, you are a Detractor. Good firms have more Promoters than Detractors.

It is scored as follows (for a 5 point Net Promoter question), please note blank responses are not included in the score calculation:

*"How likely is it that you would recommend this service to friends and family?"*

Question descriptors	Number of responses	Criteria category for scoring*
Extremely Likely	99	Promoters
Likely	41	Passive
Neither likely nor unlikely, Unlikely, Extremely unlikely	17	Detractors
Blank (blank, defaced or multiple option selection) and Don't know	3	

The percentage of Detractors should be then subtracted from the percentage of Promoters to obtain a Net Promoter Score. This score will fall between -100 and +100. Your score = 52%

\* Original NHS guidance, which was adhered to in our reports, indicated that the 'don't know' option should be incorporated in the score calculation forming part of the percentage of detractors in the calculation, whereas in more recent NHS guidance it is indicated that this choice option should not be included in the score calculation and this is now reflected in our reports.

After you used the NHS 111 service

**Number of Responses**      **% of Responses**

**Q8 During the five days AFTER your call did you get in touch with any health service about the same problem**

No	70	44%
Yes	86	54%
Blank	4	3%

**Q9 What was the first service you got in touch with after calling NHS 111**

999 Ambulance Service	8	5%
A&E Department	9	6%
A Primary Care Service	58	36%
Other	13	8%
Blank	72	45%

**Q10 One week after your 111 call, how was the problem**

Completely better	48	30%
Improved	76	48%
The same	25	16%
Worse	6	4%
Blank	5	3%

**Q11 Who else would you have tried if the NHS 111 service had not been available**

999 Ambulance	19	12%
A&E Department	37	23%
A Primary Care Service	82	51%
Other	4	3%
Would not have contacted anyone else	10	6%
Does not apply, did not call 111 directly	1	1%
Blank	7	4%

Percentages may not add up to 100% due to rounding.

## Your patient demographics

**Number of Responses**      **% of Responses**

### Q13 Gender

Female	91	57%
Male	68	43%
Blank	1	1%

### Q14 How old are you in years

0 - 15	34	21%
16 - 35	30	19%
36 - 55	38	24%
56 - 75	50	31%
76+	6	4%
Blank	2	1%

### Q15 Which ethnic group do you belong to

White	136	85%
Black or Black British	3	2%
Asian or Asian British	11	7%
Mixed	4	3%
Chinese or other ethnic group	1	1%
Prefer not to say	4	3%
Blank	1	1%

### Q16 Do you have any long-term illness, health problem or disability which limites your daily activities or the work you can do

Yes	43	27%
No	113	71%
Don't know	3	2%
Blank	1	1%

### Q17 Happy to be contacted

Yes	80	50%
Blank	80	50%

Percentages may not add up to 100% due to rounding.



## Your patient comments

From the free text component of the questionnaire.

Associated patient call number has been displayed to the left of provided comment. Call numbers listed in bold refer to patients who are happy to be contacted by the out of hours provider regarding their concerns or ideas.

## Comments

- 10240 Not really the support from all including the 111 receptionist and all who contributed to my care and well being were excellent even after care surgery etc all to a very high standard that goes for cleanliness, and the food was top notch.
- 10803** All I wanted was a repeat prescription for a reoccurring condition. I know what was wrong with me and needed antibiotics. Could not get any from you, had to wait 24 hours for doctor, got worse in that time.
- 10996 Everything.
- 11342 Do not repeat questions already asked. Be more flexible, not all answers are yes/no.
- 11664** 111 is slow, should not need a second opinion and the advice given (to get a friend to take me to Kings Mill A&E) was what we were going to do anyway.
- 11738** My only issue was the length of time between my initial phone call and the call back to offer advice. This would not have particularly given me reason for concern if the original contact reassured me my case was not a priority as I had followed all correct procedures.
- 11745 Some silly questions asked.
- 11872** I don't think it is always sufficient to speak to a call advisor or nurse. I called once and spoke to a call advisor, then a nurse who said the problem could wait. I was worried, we called back 111 the same day. They said it couldn't wait and got us appointment with emergency service doctor - who agreed and wrote a prescription.
- 11949** Sometimes after talking to the 111 advisor they ask you to wait for the call back and few times it took ages for call from doctor and they call on land line number we cannot attend other important call in between. You should save an option for mobile calling as well.
- 12332 I found 111 very helpful as medical problems go that service was good.
- 12770** The operator was calm, pleasant and efficient, they arranged for a nurse to call me back who then arranged for a vehicle to collect me and take me to a treatment centre. I was quite ill and needed antibiotics so was glad that this was done quickly if I had left it I would've been in hospital.
- 13391** Very good service.
- 13626** Excellent. Easy to understand. My problem was I stuck my fingers together the night before, I couldn't prise them apart. Maybe on first contact they could have advised me who I could ask about this problem, as it was really minor, instead of wasting their time ringing back. I just made problem worse using wrong products to try to loosen glue.
- 13692** I liked the staff because they were so polite and friendly.
- 16319 I am happy to the service, it is good thanks.
- 16470 Questions takes too long - need to have questions that can identify urgent medical needs. I won't dial 111 again, I'll just go to walk in centre or casualty.
- 21525** Pleasantly surprised to speak to a doctor. I just needed advice on lower back pain.
- 23374 Not to wait for two hours for a call back from the doctor.
- 23620** Doctors should be available for telephone consultations.
- 24060 All worked well as a system!
- 29562** Really good service. I rang to request a call-out doctor as the GP would not send one - they were also unable to send one. Maybe have emergency call-out doctors for urgent issues that are not 999 but need treatment (this is more of an issue with the GP than 111).
- 30506 I liked how well the doctor explained everything to me and told me what I should do next.
- 30957 No, I think they do a very good job, very satisfied with my contact with them.
- 31222** Do not mislead or lie to satisfy caller with problem. Sent to walk in centre, was full and closed, was told had to be dealt with within 6 hours, 24 hours later got treatment.
- 31476** I got an unnecessary deep root canal filling because neither GP or dentist could identify what was causing the lump in my gum. It is still there.
- 31607** Waiting time is too much.

## Your patient comments

From the free text component of the questionnaire.

Associated patient call number has been displayed to the left of provided comment. Call numbers listed in bold refer to patients who are happy to be contacted by the out of hours provider regarding their concerns or ideas.

## Comments

- 31628** Nice, calm and personable manner of the adviser who answered my call. I felt reassured and thought he did a really good job.
- 32436** Consideration of OOH GP service. Previously when I called NHS Direct we were sent to NEMS, on contacting 111 an ambulance was called, I believe a GP could have resolved issue.
- 32657** I am slightly worried I "misused" 111 due to our discussions with others who felt 111 was a "last resort" after walk in/GP etc. My understanding was that 111 was to advise the best pathway (or reassure no action necessary) so perhaps an indication that I either used the service appropriately or not would be welcome.
- 32687** Extremely kind and full of empathy and advice with problem.
- 34680 Did not like the waiting for the nurse/doctor to call me back which did not happen the first time I called.
- 34748 Advisor was extremely friendly, clear and helpful.
- 34804 Very poor service at the GPs. GPs is very indifferent to online appointment bookings. Very frustrating.
- 35379 Was very impressed by the follow up service. Was told someone would ring back before a time and they did. Was very helpful and understanding. It's good to have someone to talk things through with when nobody seems to help.
- 36375 No - prompt action to answer call and speedy response with polite helpful advice - seeking professional input with quick reaction. Very satisfied with service.
- 42814** I would like you to improve the get back soon to the patient.
- 43285** Very helpful, advice helped to keep me calm etc. Arranged for doctor to call within the time they said.
- 43626** I did not go to the hospital like advised on the Friday night but the next morning the swelling was very bad to my eye so advised to have it checked and the doctor at Kings Mill was displeased I had been sent by 111. Said he was going to be sorting 111 out! Your service was very helpful and against your advice I did not go to the hospital Friday evening. I used an ice pack and ibuprofen advised to do to help the swelling that was getting bigger due to a blow on my head. The swelling was the size of a 50p but protruding outwards. I said if it was no better on Saturday I would go to the hospital. When I awoke I was surprised although it was my head that got the blow, my eye was all swollen, black and nearly closed. I wait til 5pm and after listening to family, friends and 111 it was best to have my head, eye checked. I went to Kings Mill, service good and fast but doctor that saw me said he was going to be sorting 111 and while I was there he then said now you're here I had better send you for an x-ray. Yes, felt I had wasted his time and yes he was displeased with your service. Today I still have bruising and the lump to my head is now the size of a garden pea. Once again thank you.
- 44019** The doctor I seen and staff at the walk-in centre on Station Street was brilliant.
- 49969 Like that it is a way to get urgent out of hours advice, without going to A&E. Took a lot of time going through all the questions at the start before being asked about your reason for calling. Some of the staff seemed to have limited knowledge of type 1 diabetes.
- 50722 They were extremely thorough in their questions.
- 50794** I contacted 111 they gave me number for two GPs to register as a temporary patient as I have recently moved to the area. I contacted both GPs to be told they do not take temporary patient. I felt lost on what to do and felt the NHS had really failed. I then contacted 111 back to told a walk in centre would call me back which they did only to be prescribed medication over the phone.
- 51134** The visit to the NHS GP walk in service was excellent. The conversation with 111 was scripted and the interviewee did not appear to listen, although arranged for an NHS practitioner to call me.
- 53709 Call back times could be shorter - it took over 2 hours for the nurse to call back.
- 54526** Very good.
- 55677 Son had temperature so respiration rate high. Phoned as concerned about temperature, advice to give temperature time to come down may have been helpful. When saw out of hours GP in morning was better. But is hard to assess over phone.
- 55802** Yes the waiting time. I was booked in for 12.30am and wasn't seen until 1.45am.

## Your patient comments

From the free text component of the questionnaire.

Associated patient call number has been displayed to the left of provided comment. Call numbers listed in bold refer to patients who are happy to be contacted by the out of hours provider regarding their concerns or ideas.

## Comments

- 56198** A number of the questions are not specific to my call for advice. I had mistakenly swallowed a capsule intended for inhalation via a device. I was told the drug in the capsule was not on the poison's register and this allayed my concerns.
- 56309 I was particularly impressed with the warm, friendly and calm professional who answered my call. Reassuring to have someone like this when you are a panicking parent. Many thanks again!
- 56350 The lady on the phone was so polite and sympathetic to my problem. She was so helpful and just really nice. It made the situation a lot easier. I would definitely use again/recommend it.
- 56351** Information requires updating on emergency dental treatment centres/surgery. Only a few from list provided would take such cases.
- 56377** Nothing.
- 56400 I think the call back time needs to be improved as I had to wait an extremely long time for the nurse to call back.
- 58294 Long wait but otherwise great.
- 58381 The waiting time from call to speak to a GP took five hours, second time four hours.
- 58513** The waiting room was full and very busy so we had quite a wait but this was no problem to me. All staff were vey helpful.
- 58788** Would have liked to have a call back sooner than they did, I was alone and had been suffering with chronic diahorrea for over two weeks and thought I was going to pass out, by the time they rang back I felt better but didn't know when I first called that it would subside. Although it was Boxing Day so I guess they were busy.
- 58962 After waiting 3 hours for a phone call for an appointment at the walk-in I was told they could not deal with it and to go to A&E, which I could have done a lot earlier.
- 59717** I know Boxing Day was very busy and with it being Christmas. It took a long time for the nurse to call me. I would have liked shorter waiting times from the first point of contact. The lady who I spoke to was lovely.
- 59888** Waiting times if possible but I know there's a high demand for this service. I came with back pain (spasm), after 8 days I felt I needed some strong pain relief. After diclofenac injection in my thigh I could hardly put my foot to the floor, would have preferred it in the buttocks.
- 60252 Sadly when we called 111, and the doctor rang me back, 11pm (ish) it was snowing so Newark OOH had been closed. I offered that maybe the best option was to just go to Newark MIU, he agreed. No appointment time was offered. When I got there the following day a nurse was kind enough to suggest we ring back to 111 to actually get an appointment time as their waiting room was full and we were looking at over 4 hour wait! Child in question is LAL! so not ideal. 6 hour call back time to then be told couldn't offer appointment time as only one doctor on. Offered Kings Mill, Mansfield. We continued on with Ibuprofen and Calpol before seeing own GP Monday am. I appreciated most people's festive time, but only one doctor on duty!!?
- 60728** Although I got through to 111 on my first attempt I was on hold for 20 plus minutes. I expected (was told) I would receive a call back from doctor which didn't happen until approx 3 days after. Overall happy with level of care from 111 service.
- 62730** They were very polite and helpful.
- 64149 I was in extreme pain and advised to call for an ambulance but when phoned direct told 111 should have arranged for us so had to call 111 again, go through same questions and the advisor told us the same to call ourselves we hung up and called back and advisor called one for us. First called 2pm - ambulance arrived 8am ish.
- 65613** Questions asked by 111 are repeated by triage nurses and doctors. Does the record transfer across?
- 68159 The advice was really helpful.
- 68768 I liked the facility very much. Staff were very good.
- 69490 All the questions when you are in pain.
- 69816** Nurse advisor very helpful and got us in to see our GP who was not as helpful. Thank you.
- 72033** If the person answering the call could give advice and not having to wait for a call back.

## Your patient comments

From the free text component of the questionnaire.

Associated patient call number has been displayed to the left of provided comment. Call numbers listed in bold refer to patients who are happy to be contacted by the out of hours provider regarding their concerns or ideas.

## Comments

- 72051** Instead of just looking at the computer screen they should listen more about what a patient has got to say. Was advised by 111 just to go to doctor in the morning and nothing to worry about. **WAS IN HOSPITAL A WEEK WITH SEPSIS!**
- 74714** They are good at giving advice over the phone but not good at dealing with emergencies.
- 75078 Not asking the list of set questions when they obviously do not apply to the caller.
- 76486** I rang on behalf of my daughter. It took so long for a return phone call from a nurse, roughly 2.5 hours, that my daughter had fallen asleep and I did not want to disturb her as she was exhausted. She is 9 years old! Waiting this long is not acceptable, especially for a child.
- 83065** I was very impressed by the friendly and calm manner of the person who answered my call and who took my problem seriously, giving me good advice and instructions as to how to proceed.
- 83225** Yes I was treated very well with both people that came. They thought I'd broke my ankle, did some checks then called an ambulance for me as I needed a wheel chair. Was very caring people and did all they could to help me.
- 84283 I got through the first time I called, however, I was on hold for about 20 minutes. Nurses who arrived were very helpful and lovely.
- 85547 I found the nurses very friendly and reassuring - there was a problem after an operation which I was very worried about - they were sensible and kind.
- 85671 Questions felt they were being read off a screen and, (as the person said) most of them were totally irrelevant/inappropriate.
- 86052 I was made to feel as though I was the only person they had to look after that evening. Fantastic service!
- 87135** I liked being given an immediate appointment to see the nurse I spoke to at Newark Hospital so she could discuss my asthma symptoms face to face.
- 87275** All good.
- 87537** The contact service is fine. It is at the walk in service that needs evaluating. The day I called I was seen by a nurse practitioner who did not diagnose me at all. I had to call back 10 hours later when my condition got worse to see a doctor. I am aware of all current day problems but nurses are not doctors.
- 87893** I thought it was very good, most thorough, very well presented.
- 87915** It took an hour for a nurse to call me back. I was at a friends and had to leave so rang and gave a new contact number to get me on, but they rang my friends number again.
- 88409 Very efficient. Well done.
- 98340 Nothing.
- 98353** The lady I spoke to was so reassuring as I was calling about my toddler and was feeling quite upset. She gave some really good advice.
- 98447 Very condescending staff on phones.

Consent to use your information or to contact you for additional information

List of patients that are happy to be contacted

10104	49508
10803	50794
10807	51134
11271	54055
11664	54526
11738	55802
11872	56198
11949	56351
12770	56377
13391	58513
13626	58788
13636	59717
13692	59888
13756	60728
14689	62705
17067	62730
21525	65613
23620	69816
29502	72033
29562	72051
30497	72143
31222	72178
31476	74714
31557	76486
31607	77913
31628	77926
31828	83065
32436	83100
32456	83225
32584	84004
32657	87135
32687	87275
34717	87351
34815	87537
34886	87893
42814	87915
43285	98353
43385	98388
43626	98457
43628	
44019	

## Supporting documents

# NHS111 Service Satisfaction Questionnaire



## Example

- Please help us find out how well the NHS 111 service is working and to improve healthcare provided
- Answer the questions as honestly as you can
- If someone else called the service on your behalf, please ask them to help you fill out this questionnaire

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

1 Did you call the service yourself? **(please select one box only)**

- Yes, I called myself  No, someone called it on my behalf

**If you did not call this service yourself please discuss questions 2 – 4 with the person who called the service**

2 How did you first hear about NHS 111? **(please select one box only)**

- My GP, nurse or other doctor  Family or friend  Leaflet through my door  
 Poster  Local TV/Radio/Newspaper  National TV/Radio/  
 Newspaper/Internet

3 How did you get through to the service? **(please select one box only)**

- I dialed 111  I called a GP surgery and was diverted to the 111 service  
 I called a GP surgery and a message told me to call the 111 service  I do not remember how I got through  
 I called another service and a message told me to call the 111 service  Other

4 How many times did you call before you got through to the 111 call advisor? **(please select one box only)**

- I got through the first time I called  I got through the second time I called  
 It took over 2 calls to get through  I do not remember how many times I called

5 Did you follow all of the advice given to you by the 111 service? **(please select one box only)**

- Yes, all of it  I followed some of it  No, I did not follow any of the advice

6 Overall, how satisfied were you with the 111 experience? **(please select one box only)**

- Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Dissatisfied
- 

7 How likely are you to recommend this 111 service to friends and family if they needed similar care or treatment? **(please select one box only)**

- Extremely likely      Likely      Neither likely nor unlikely      Unlikely      Extremely unlikely      Don't know
- 

Please turn over ↶



8 During the five days AFTER your call did you get in touch with any health service about the same problem? (this includes services that the 111 service told you to contact, or contacted on your behalf)

No → **Please move to Q10**  Yes → **Please move to Q9**

9 What was the first service you got in touch with after calling NHS 111? (**please select one box only**)

999 Ambulance service  Accident and Emergency department

Minor Injuries Unit/Urgent Care Centre/Walk-in Centre/GP/Nurse/Chemist (pharmacist)  Other

10 One week after your 111 call, how was the problem? (**please select one box only**)

Completely better  Improved  The same  Worse

11 Who else would you have tried if the NHS 111 service had not been available? (**please select one box only**)

Dialed 999 for an Ambulance  Used Accident and Emergency department

Minor Injuries Unit/Urgent Care Centre/Walk-in Centre/GP/Nurse/Chemist (pharmacist)  Other

No, I would not have contacted anyone else  This question does not apply as I did not call 111 directly

12 Is there anything you particularly liked or think could be improved about the 111 service?

The following questions about the patient provide us with general information about the range of people who have responded to this survey

13 Are you?  Female  Male

14 How old are you in years?

0 – 15  16 – 35  36 – 55  56 – 75  76+

15 Which ethnic group do you belong to?

White  Black or Black British  Asian or Asian British

Mixed  Chinese or other ethnic group  Prefer not to say

16 Do you have a long-term illness, health problem or disability which limits your daily activities or the work you can do?

Yes  No  Don't know

Please select this box if you are happy for the NHS 111 provider to contact you, should they wish to find out more about your concerns or ideas.

**Thank you for your time and assistance**

