

Experiences of using NHS 111 Snapshot Survey

Engagement Outcome Report

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Contents

Section	Page
Introduction	2
People who DID get the outcome they expected:	3
How they rated the 111 service	4
Why they contacted 111 and what happened	5
Demographic information	9
People who DID NOT get the outcome they expected or WEREN'T SURE:	10
How they rated the 111 service	11
Why they contacted 111, what happened, and what they had expected to happen	12
Demographic information	16
Ideas to help promote the service	17
Recommendations & Next steps	18
Contact Us	19

Background

The local NHS is working to improve Urgent Emergency Care services with the aim of helping people to access the right service at the right time. Emerging from some of our local engagement work was the fact that some people don't seem to know about the NHS 111 service or how it can help, and therefore may not choose this as an option.

To explore this further we have undertaken a survey inviting people who have recently used 111, online or by phone, to share what happened and their stories may help us to better promote the service.

The survey was jointly promoted by NHS Wigan Borough Clinical Commissioning Group, Healthwatch Wigan and Leigh and Wrightington, Wigan and Leigh NHS Foundation Trust. It was open between March and August 2021. A total of 46 surveys were completed. The majority of those people phoned 111 (43) compared to the number that visited 111.nhs.uk (3).

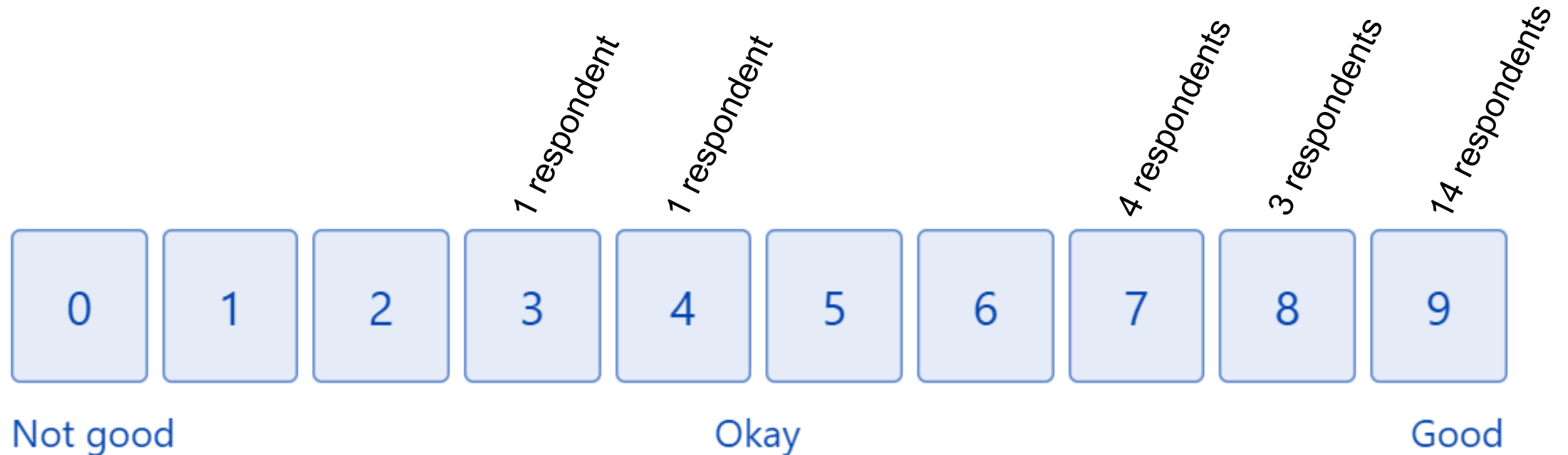
Most respondents were happy for us to anonymously share their story. The five people that were not happy have been omitted from this report but the information will be shared internally in case there is any learning from what happened.

People who phoned 111 or visited 111.nhs.uk

and said they **did** get the outcome they expected

How they rated the service?

People were asked to rate from 0 (=not good) to 9 (=Good)



27 respondents said they got the outcome they expected when they contacted 111. Out of these 24 people telephoned 111 with 3 used the online service. The majority of these respondents then rated the service on the positive end of the scale.

Why they contacted 111

Rated the service positively...

Severe chest pain. I thought it was acute gastric reflux.

Lots of questions and clarification. The operator informed me that she had requested an ambulance. It turned out I was having a heart attack requiring emergency angioplasty. Thanks to 111 and the ambulance service I had a stent fitted and have recovered well.



I had a U. T. I. which had been treated by my G. P. but did not get better. I could not get an appt. with my G. P. or the alternative doctor. I was advised to ring 111.

They took my details then I was "Covid-ed" to make sure I had no Signs or symptoms for Covid. They took all the details of my problem, I was asked to wait for a short time, then the lady told me that I should go to A. & E. @ Wigan Inf. & say the 111 service had advised me to attend.

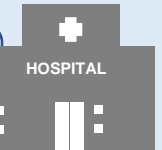


About my covid 19 vaccine.

He asked me lots and lots of questions, I struggle with this because if you're already not feeling well and that you have all these questions and the automated service before you even get to the questions is really quite draining especially if you have a disability.

I had severe pain in my abdomen and a stabbing pain in my back.

She sent an Ambulance to take me to hospital.



Having palpitations.

Concise professional advice a treatment plan arranged.

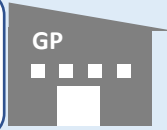
Wife had problem with a UTI and unable to get anywhere with our GP as they don't answer phones any more.

Rung back a few mins later by OOH GP who discussed, then sent us to A&E.



A concern for my child's health.

An operator gave me advice and asked questions then a GP telephoned us back.



My step mum needed help wasn't sure if infection or dementia.

It did take a while to get through all the options but once I spoke to someone and answered her questions the lady was really sympathetic and said what she would do next. Great service.

A tenant had a fall.

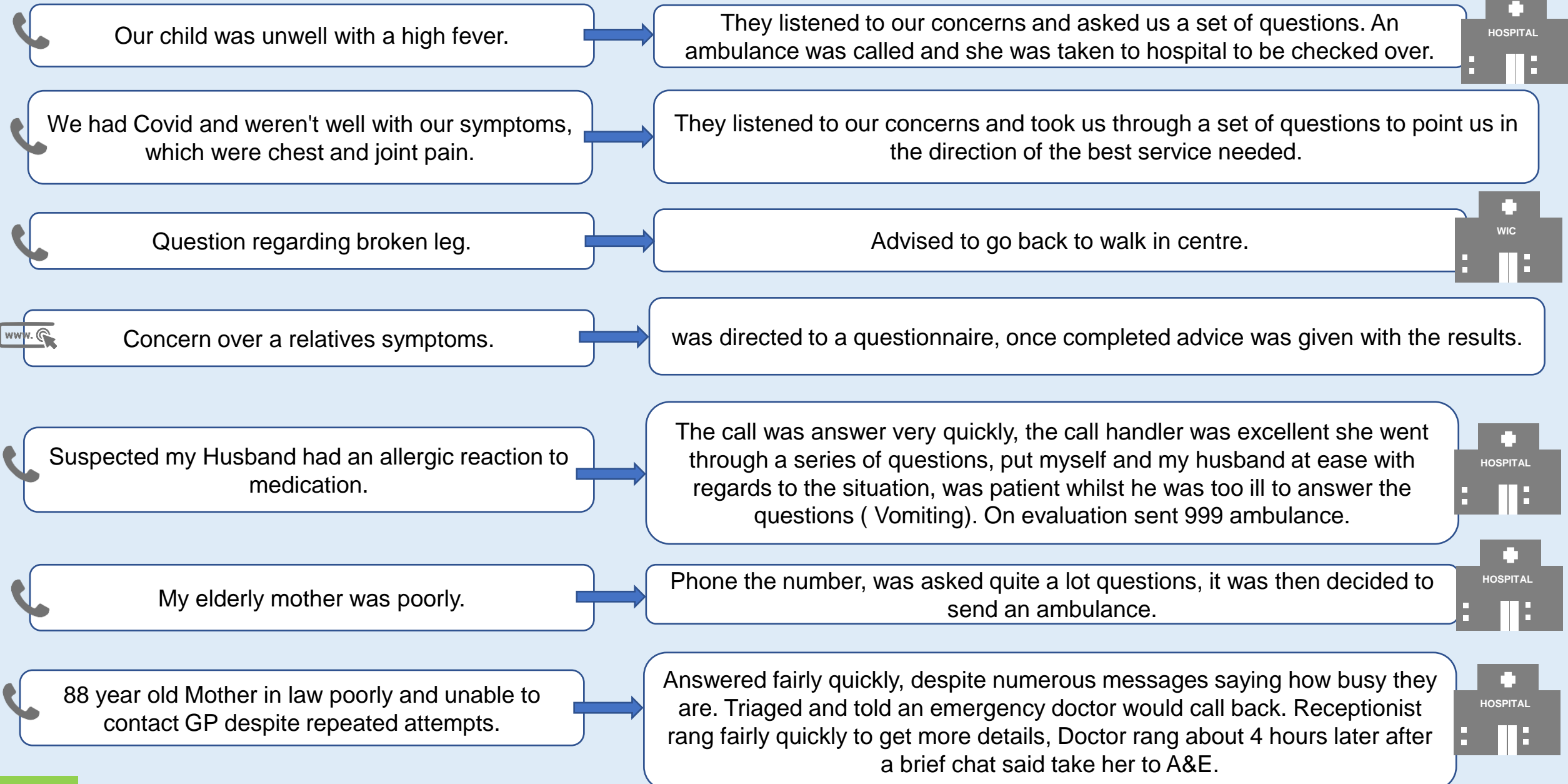
I spoke to a call handler who was helpful.

I was having severe vaccine side effects.

The website told me that I needed to ring a nurse, so I entered my phone number and a nurse responded within 30 minutes - he was extremely friendly, helpful and reassuring.

Because I was worried.

They ask me lots of questions, some of them didn't seem relevant, but I understand that there still need to ask it. I have a disability and I told him that and there was very good and patient with me.



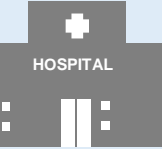
Suspected stroke.

After reporting symptoms, they sent an ambulance.



My mother in law needed help.

I was advised to take my mother in law to AE due to the severity of her condition.



I had toothache.

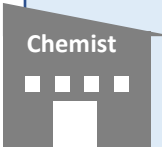
I was given the emergency dental number.



Rated the service negatively...

Ingrowing toenail became seriously infected and was in pain.

I rang asking how I could receive a prescription for antibiotics and was told to contact a nearby chemist who they would send my details to so they could prescribe. However this information was incorrect and the chemist said they shouldn't have done this. Whilst I was in pain, this set me back an hour as I had to ring 111 again after being on the phone to the chemist.



My son woke coughing, difficulty breathing.

The operator repeatedly asked me if he was alert and breathing and kept going off the line coming back and asking the same questions, if there was difficulties it would have took too long on hold to have helped him. she advised A&E after a while but wanted to get an ambulance but it was a 2-3 hour wait so we took him ourselves. he had croup so it was needed as he needed antihistamines.



Demographic Information

Postcodes:

BL4 – 1
M21 – 1
M29 – 2
M46 – 1
WA3 – 2
WN1 – 1
WN3 – 1
Wn4 – 4
WN5 – 2
WN6 – 1
WN7 – 4
WN8 - 1

Ethnicity:

British - 21
Multiple ethnicity - 1

Faith:

Atheist – 5
Christianity – 14
Islam – 1
Prefer not to say – 1

Age:

18 to 24yrs – 2
24 to 34 yrs – 3
35 to 44 yrs – 6
45 – 54 yrs – 1
55 to 64 yrs – 6
65 to 74 yrs – 3

Sexual Orientation:

Bisexual woman – 1
Heterosexual/straight – 19
Prefer not to say – 1

Gender:

Man – 4
Woman – 17
All same as identified at birth

Employment Status:

Employed / self-employed – 9
Retired – 7
Student – 3
Unemployed - 1

Disability:

No – 16
Yes – 5
Autism
COPD and Arthritis
Mental illness
Autism and mental health
Physical impairment and hard of hearing

Relationship:

Married – 14
Prefer not to say – 1
Single – 5
In a relationship not living together - 1

Veterans:

No – 20
Yes - 1

Carers:

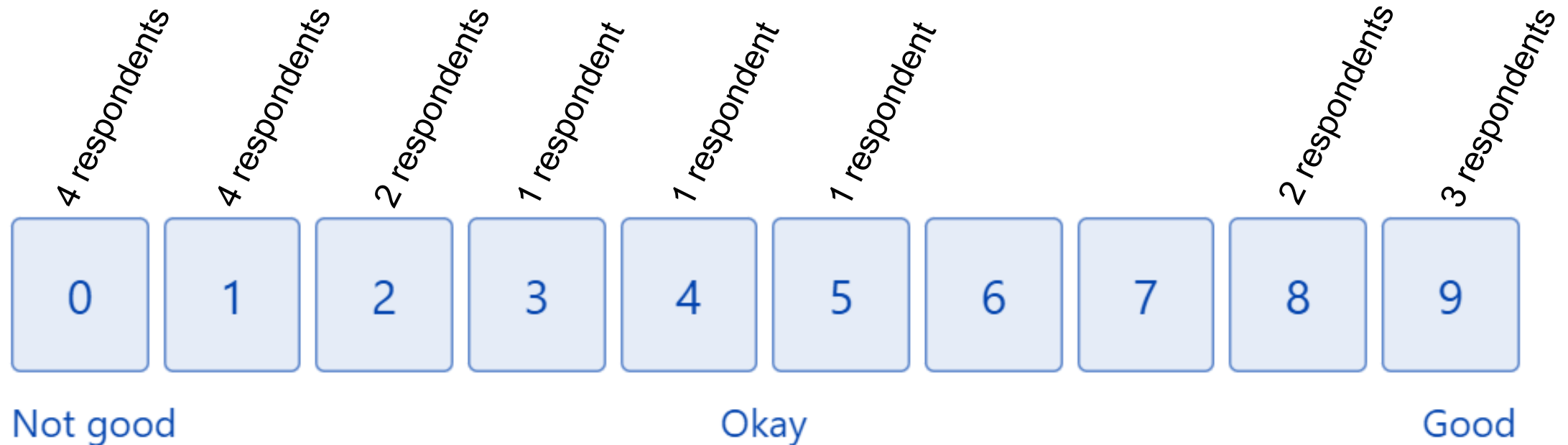
No – 15
Yes - 6

People who phoned 111 or visited 111.nhs.uk

and said they **didn't** get the outcome they expected or **weren't sure**

How they rated the service?

People were asked to rate from 0 (=not good) to 9 (=Good)




19 respondents said they didn't get the outcome they expected through contacting 111 or they weren't sure. All of these respondents had telephoned 111. The majority of these respondents then rated the service on the negative end of the scale, although 5 than rated positively.

Why they contacted 111

The outcome

What they had expected to happen

Rated the service negatively...

 Chest and back pains.


The phone was just ringing out for at least 10 minutes.

I expected an answer to give me advice.

 My Niece was very unwell.

Having listened to endless recorded messages, the hung on for 20mins, and finally gave up and went to A&E.

Could not get to speak to anyone.

 My mother was unwell after a fall and urine infection. A friend phoned the GP and was told to contact Ask my GP at 7 am the following morning She then phone 111.

The waiting time on 111 was over 20 minutes was given an appointment. for 7pm she tried to phone back but was waiting and waiting for someone to answer. In the end I managed to get her down the stairs and into my son car. We had difficulty at Wigan Infirmary finding parking space even though we had a disabled blue badge and also finding a chair when we got to A& E was told 111 could not make appointments. It would have been better with an ambulance.

 Sick children x 2.

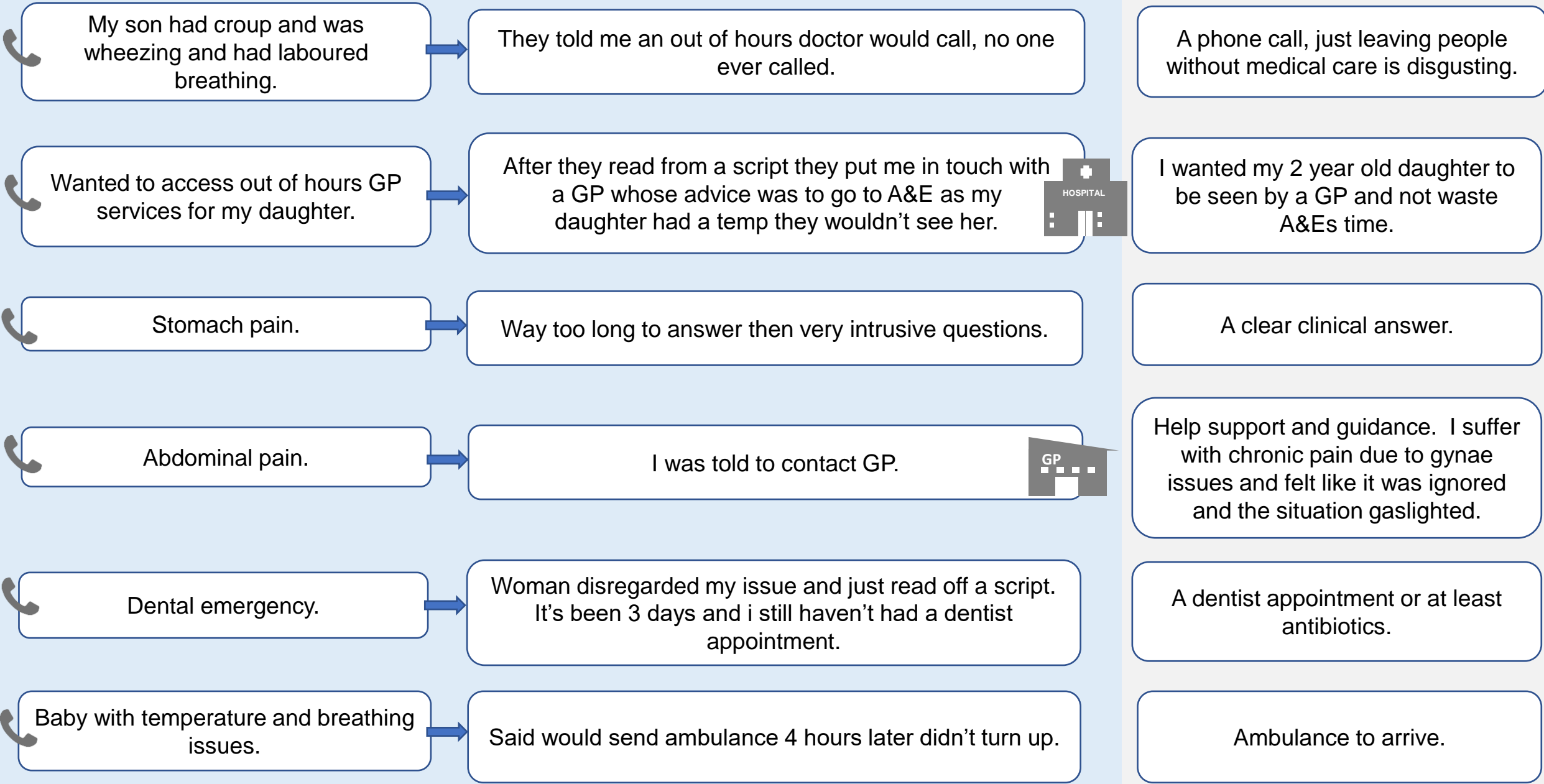
Said they would call back and send ambulance.

Ambulance to turn up.

 Mental health issue with relative.

Said would call back.

To ring back sooner than 5 hours.



My dad was poorly.

They took ages to ring back like 3/4 hours they then advised us to go to A&E after a long wait.



To have spoken to a GP and not have taken so long to ring back.

I was poorly with Covid, was having difficulty breathing & knew I needed help.

I spoke to a guy, told him I was quite poorly with Covid & difficulty with breathing. He told me to fill in the online form, I advised him I was too poorly & couldn't. So he said well phone back when you have a new symptom. Told him this was a new symptom & how poorly I was again, he just said again well fill the online form in or phone back if you have another new symptom bye.

I was hoping I would get an assessment or an ambulance.

Rated the service positively...

I was having problems with my vision.

I was questioned about different things and then got referred on to Warrington hospital.



They had no eye unit to check my eyes and there was up to a 10hr wait.

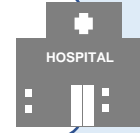
I could not get a Drs appt.

I was asked about covid. My personal details were taken. I was asked about my health issues.

I was given antibiotics & advice, which I expected, I was also referred, which I was glad about.

My daughter was having heart palpitations.

The adviser assessed the symptoms and advised my daughter to go to hospital emergency care.



I didn't know the situation was that serious.

My daughter had terrible pain in her stomach and the GP couldn't help.

They went through a number of thorough questions and then based on my responses said they would refer her to the ambulance service.



I didn't at first think it would be so serious so thank goodness I got the outcome I did as my daughter did need urgent care.

Reaction to the Pfizer vaccine.

Explained to someone with no medical experience my symptoms, got sent to a nurse, then a doctor who resolved my issue.

Hard to know, new vaccine and all that, just wanted to know I would be okay lol.

Demographic Information

Postcodes:

BL5 – 1

M29 – 1

M5 – 1

SO2 – 1

WA3 – 1

WN1 – 2

WN2 – 2

WN4 – 1

WN5 – 3

WN6 – 4

WN7 – 1

Ethnicity:

British - 18

Faith:

Atheist – 4

Christianity – 12

Prefer not to say – 1

Age:

18 to 24yrs – 1

25 to 34 yrs – 3

35 to 44 yrs – 6

45 to 54 yrs – 1

55 to 64 yrs – 7

65 to 74 yrs – 1

Sexual Orientation:

Bisexual woman – 3

Heterosexual/straight – 14

Gender:

Man – 2

Non-binary – 1

Woman - 14

Same identified at birth

Employment Status:

Employed / self-employed – 12

Retired – 3

Student – 1

Unemployed - 1

Disability:

No – 13

Prefer not to say - 1

Yes – 3

Diabetic

EDS Hypermobility,

Osteoarthritis,

Meniere's Disease

Arthritis

Relationship:

Married – 9

Co-habiting – 2

Single – 5

Veterans:

No – 18

Carers:

No – 15

Yes – 1

Prefer not to say - 1

Ideas to help us promote 111 service

We asked people to tell us what one thing they would tell family or friends to help encourage them to use the 111 service. A few ideas were raised here:

- Avoid using 999, be prepared to wait;
- The service is very helpful;
- Ring to get advice;
- They are good to contact if you aren't sure what to do, if the person isn't in life threatening pain or danger;
- Don't be worried that they are too busy or not helpful.

Recommendations and next steps

This findings from this survey will complement the findings from a number of other engagement projects taking place in Wigan Borough:

- Market research around accessing healthcare, primary care and urgent services;
- Healthwatch project on digital exclusion and access to GP practices.

The report will be shared with the Urgent Emergency Care Programme Management Group for information and also the North West Ambulance Service (NWAS).

The report will be considered by the Communication and Engagement Teams in planning further promotion of the NHS 111 service locally, utilising some of the stories people have shared with us, with permission.

Contact Us

If you have any questions about this report or have any experiences of NHS 111 to share please don't hesitate to get in touch.

NHS Wigan Borough CCG

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Call: 01942 482711

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Facebook: [WiganBoroughCCG](https://www.facebook.com/WiganBoroughCCG)

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