

NHS111PS data item specification

Section 1: Introduction

This document specifies data items for NHS111PS, the data collection of NHS 111 / Integrated Urgent Care (IUC) Patient Experience Surveys.

Providers of NHS 111 / IUC Services should, for each of the contract areas where they provide these services, supply the data items in this document to NHS England.

The Strategic Data Collection Service (SDCS) replaced the Unify2 data collection system in 2018. In autumn 2018, providers should supply data (for April to September 2018 inclusive) into SDCS for the first time.

If a new service provider takes over a NHS 111 contract area, providers should notify the contact at www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set. Whichever provider was in place for the greater part of the six-month period should provide responses for the time that they were the provider. If the other provider can also contribute data, NHS England may arrange for SDCS to receive data from both providers.

Providers should survey enough users to achieve at least 200 responses in each contract area in each six-month period.

Questionnaires

The survey can involve electronic data collection, telephone interviews, or posting of paper questionnaires.

Providers must ask, and report responses to, questions 6, 7, 11, 13, and 18 (highlighted in yellow), from the questionnaire in Section 3, using the exact same wording.

Providers can ask other questions from the questionnaire, or of their own choosing, but should not make the survey so time-consuming that it significantly reduces response rates.

Providers should only supply data for callers who received a questionnaire or an invitation to respond.

Providers should only include one survey response for each episode of care. This can include multiple response for the same person, in the unlikely event of that person calling 111 twice or more in a six-month period for different healthcare episodes, and being invited to respond to the survey each time.

Section 2: Data items

7.1 Size of sample selected

Reason needed: To calculate the response rate, to assess the quality of the survey results.

Definition: The maximum number of responses that could have been received for the survey. For postal surveys, this will be the number of episodes where a caller received a questionnaire. For electronic data collection, this will be the number of episodes where a caller was invited to give feedback.

7.2 Number of responses to the survey

Reason needed: To assess the quality of survey results using the response rate.

Definition: The number of responses received to the survey with at least one useful response to questions 6, 7, 11, 13 or 18 in section 3.

Item 7.2 should match the totals of each of the following bullets:

- 7.3 to 7.7 inclusive;
- 7.8 to 7.11 inclusive;
- 7.12 to 7.16 inclusive;
- 7.17 + 7.22 + 7.27 + 7.32 + 7.37 + 7.42;
- 7.43 to 7.47 inclusive.

Satisfaction

“Overall, how satisfied or dissatisfied were you with the way the 111 service handled the whole process?”

Reason needed: To measure the extent to which the service met people’s expectations.

7.3 Very satisfied with 111 experience

Definition: number of responses of “Very satisfied”.

7.4 Fairly satisfied with 111 experience

Definition: number of responses of “Fairly satisfied”.

7.5 Neither satisfied nor dissatisfied with 111 experience

Definition: number of responses of “Neither satisfied nor dissatisfied”.

7.6a Fairly dissatisfied with 111 experience

Definition: number of responses of “Fairly dissatisfied”.

7.6b Very dissatisfied with 111 experience

Definition: number of responses of “Very dissatisfied”.

7.7 No response on satisfaction

Definition: Of 7.2, how many had no response to this question.

Compliance with advice

“Did you follow the advice given by the 111 service?”

Reason needed: To measure the quality of the advice given, from the patient perspective.

7.8 Fully complied with advice

Definition: number of responses of “Yes, all of it”.

7.9 Partially complied with advice

Definition: number of responses of “Yes, some of it”.

7.10 Didn't comply with advice

Definition: number of responses of “No”.

7.11 No response on compliance with advice

Definition: Of 7.2, how many had no response to this question.

Change in problem

“Seven days after the call to the 111 service, how was the problem?”

7.12 Problem resolved

Definition: number of responses of “Completely better” .

7.13 Problem improved

Definition: number of responses of “Improved” .

7.14 Problem remained the same

Definition: number of responses of “The same” .

7.15 Problem got worse

Definition: number of responses of “Worse” .

7.16 No response on change in problem

Definition: Of 7.2, how many had no response to this question.

If 111 was not available

“If the 111 service had not been available, would you have contacted another service about your health problem?”

Reason needed: to assess the impact of NHS 111 on other areas of urgent and emergency care.

7.17 Would have used an Ambulance Service

Definition: number of responses of “999 Ambulance Service”.

7.22 Would have used A&E

Definition: number of responses of “A&E department”.

7.27 Would have used primary care

Definition: number of responses of “A doctor / nurse at general practice” or “Minor injuries unit” or “Urgent Care Centre” or “Walk-in centre”.

7.32 Would have used another service

Definition: number of responses of “Someone else, please say”.

7.37 Would not have used any service

Definition: number of responses of “No, I would not have contacted anyone else”.

7.42 No response on if 111 was not available

Definition: number of responses of “This question is not relevant...” plus, of 7.2, how many had no response to this question.

Quality of advice

“How helpful was the advice given by the 111 service?”

7.43 Advice was very helpful

Definition: number of responses of “Very helpful”

7.44 Advice was quite helpful

Definition: number of responses “Quite helpful”

7.45 Advice was not very helpful

Definition: number of responses of “Not very helpful”

7.46 Advice was not helpful at all

Definition: number of responses of “Not helpful at all”

7.47 No response on helpfulness of advice

Definition: Of 7.2, how many had no response to this question.

Section 3: Questionnaire

As used in NHS 111 pilots in 2011.

Questions required for supply in the NHS111PS data collection are highlighted in yellow.



When it's less urgent
than 999



University of Sheffield

Your views about the 111 telephone service

In the last few weeks you sought health advice using the telephone. You may have called the 111 telephone service directly or you may have been transferred from another service (eg the GP out of hours service). This questionnaire asks you about your experience of the 111 service on this occasion.

Please complete all the questions as best you can. If someone made the call on your behalf, it may be helpful for the caller to assist you, if possible, when completing the questionnaire.

Your name and address do not appear on this booklet and the information you give will only be seen by the research team at the University of Sheffield (see enclosed information booklet).

Once you have completed this questionnaire please return it in the envelope provided, which does not need a stamp.

Thank you.

Section A: Getting through

Q1. How did you get through to the 111 service? (please tick one)

- I dialled 111
- I'm not sure
- I called another service and they put me through to 111
Please say what type of service this was (eg GP out hours)

- I called another service and they put me through to 111
Please say what type of service this was (eg GP out hours)

Q2. How quickly did you get through to a 111 advisor? (please tick one)

- The call was answered immediately (within one minute)
- The call was answered after being held in a queue (over one minute)
- I'm not sure
- I hung up before talking to someone, and tried again later

Q2a. How many times did you try before getting through to a 111 advisor?

_____ times

Q3. When you got through to an advisor, what happened? (please tick one)

- I was assessed only by the advisor who answered the telephone
- I was transferred to a nurse advisor for further assessment
- I was told that the 111 nurse would call me back
- I'm not sure

Q4. At the end of the call what did 111 tell you? (please tick one)

- My call would be transferred to the 999 ambulance service
- That an ambulance was on its way
- The 111 service arranged an appointment for me, with an urgent care centre / walk-in centre / GP practice or other health professional
- Go to one of the following by myself: A&E department / Walk-in centre / Urgent Care Centre / Minor Injuries Unit
- Contact **my** GP or someone else at my usual general practice myself
- Contact another health professional myself (eg midwife, dentist)

Please say who

-
- Visit a pharmacy
- Other, *please say what*
-

- I was told how to look after the problem myself without contacting another health service ⇒ **please move to Q6**
- I don't know / can't remember ⇒ **please move to Q8**

Q5. How soon after the call were you told to get the help you were advised about in Q4? (please tick one)

- Immediately (eg within the next hour)
- Sometime during the same day
- The following day
- In the next few days
- The 111 advisor did not tell me when I should seek help

Q6. How helpful was the advice given by the 111 service? (please tick one)

- Very helpful Quite helpful Not very helpful Not helpful at all

Q7. Did you follow the advice given by the 111 service? (please tick one)

- Yes, all of it ⇒ **please move to Q8**
- Yes, some of it
- No

Q7a. If you did not follow the advice, why was this? (please tick one)

- I did not agree with the advice
- I did not understand the advice
- I tried to follow the advice but it did not work
- I was unable to follow the advice
- Other, *please say*
-

Section C: After the call

Q8. During the five days AFTER the call was made to the 111 service did you have contact with any health service for the same problem? (this includes services that the 111 service told you to contact, or contacted on your behalf)

- No ⇒ **please move to Q11**
- Yes

- Q9. If there was contact between you and any of the following services within five days of your 111 call for the same problem please can you indicate the first, second, and third service you had contact with?**
(please tick one box in each column)

	1 st service after 111	2 nd service after 111	3 rd service after 111
A doctor / nurse at general practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP, out of hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A&E department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
999 Ambulance Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Urgent Care Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk-in Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Injuries Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacist or Chemist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'111' telephone service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please say:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q10. What was your main reason for contact with the first service above?**
(please tick one)

- I was told to do so by the 111 service or the 111 service did it for me
- I wanted another opinion
- I didn't agree with the advice given by the 111 service
- The health problem changed (worsened / improved)
- Other, *please say*

- Q10a. If you had contact with a second service, what were your reasons for this?** (please tick all that apply)

- The first service told me to contact the second service or they contacted it for me
- The health problem changed (worsened / improved)
- Other, *please say*

Q11. Seven days after the call to the 111 service, how was the problem?
(please tick one)

- Completely better
- Improved
- The same
- Worse

Section D: Satisfaction

Q12. Below are comments showing how people might feel about the service they received. From your experience of the 111 service on this occasion please mark the boxes that seem closest to your views
(please tick one box on each line)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The 111 staff were helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The questions asked by the 111 service were relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 111 service dealt with my problem quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The advice I was given by the 111 service worked well in practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 111 service helped me to make contact with the right health service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using the 111 service reassured me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was completely happy with the 111 service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 111 service is a valuable addition to the NHS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. Overall, how satisfied or dissatisfied were you with the way the 111 service handled the whole process? (please tick one)

- Very satisfied
- Quite satisfied
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied

Q14. Please describe any things about the 111 service that you were particularly satisfied and / or dissatisfied with on this occasion.

Section E: Your use of the 111 telephone service and your satisfaction with the NHS

Q15. How did you hear about the 111 telephone service? (please tick all that apply)

- Media (TV, radio, newspaper etc)
- Leaflet
- Friend / relative
- Health service telephone message
- Online (computer, laptop etc)
- Other healthcare provider (eg GP)
- Other, please say
-

Q16. Are you clear about when to use the 111 service instead of another service?

- Definitely No I'm not sure

Q17. If you faced a similar health problem in the future would you call the 111 service?

- Yes No I'm not sure

Q18. If the 111 service had not been available, would you have contacted another service about your health problem? (please tick one)

Yes, I would have contacted:

- A doctor / nurse at general practice
 Urgent Care Centre
 999 Ambulance Service
 A&E department
 Minor injuries unit
 Walk-in centre
 Someone else, please say

-
- No, I would not have contacted anyone else
 This question is not relevant as I did not call 111 directly

Q19. All in all, how satisfied or dissatisfied would you say you are with the way in which the National Health Service runs when you need to seek help URGENTLY (ie needing help on the same day)?

- Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

Q20. All in all, how satisfied or dissatisfied would you say you are with the way the National Health Service runs in GENERAL nowadays?

- Very satisfied
 Quite satisfied
 Neither satisfied nor dissatisfied
 Quite dissatisfied
 Very dissatisfied

Section G: So we can understand how the new 111 service works for different types of people, here are some questions about the CALLER (the person who made the phone call to 111)

Q21. How old is the caller?

_____ years old

Q22. Is the caller:

Male Female

Q23. What is the caller's ethnic group?

I don't know White Black or Black British
 Asian or Asian British Mixed Chinese
 Other: how would you describe their ethnic group?

Q24. Does the caller have any long-term illness, health problem or disability which limits their daily activities or the work they can do? (includes problems which are due to old age)

Yes No I don't know

Q25. Does the caller's household own or rent their accommodation?

I don't know Owns outright
 Owns with a mortgage or loan Pays part rent and part mortgage
 Rents Lives there rent free

Q26.

We would like to examine some of the calls made to 111 to help us to improve the service. If you are happy for us to examine your 111 record which relates to the health problem you describe in this questionnaire, please tick here.

Thank you for your help.