

Integrated Urgent Care / NHS 111 Patient Experience Survey, England October 2020 to March 2021

This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between October 2020 and March 2021. Survey results are collected twice a year and published in June and December; results relating to time periods before October 2020 were included as part of NHS111 MDS statistics publications – see [Statistics » Integrated Urgent Care \(including NHS 111\) \(england.nhs.uk\)](#).

Key Facts

From October 2020 to March 2021 inclusive, of those patients that responded to the relevant questions:

- 88% were either very or fairly satisfied with the way the NHS 111 service handled the whole process
- 88% found the advice they received from the 111 service either very helpful or quite helpful
- The proportion that followed all the advice given by the 111 service was 89%
- Seven days after their call, the problem they were calling about had improved or completely resolved for 76%
- If the 111 service had not been available:
 - 19% would have contacted the 999 ambulance service
 - 22% would have contacted an A&E department
 - 36% would have contacted primary care
 - 16% would have contacted someone else
 - 7% would not have contacted anyone else about their health problem

Methodology

The survey specification is available [here](#).

Providers are asked to achieve at least 200 responses in each contract area in each six-month period. The number of responses received for the six months ending March 2021 was 23,875, and ranged from 17 for West Midlands, to 2,419 for Dorset Healthcare. Data were not supplied for North Central London due to the suspension of paper surveys in 2020/21 in response to the Covid pandemic.

Results are not weighted according to the volume of callers or the resident population.

Contacts

For press enquiries, please contact the NHS England press office on 0113 825 0958 or nhsengland.media@nhs.net.

Other enquiries about the published statistics should be referred to
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