

## Integrated Urgent Care / NHS 111 Patient Experience Survey, England October 2021 to March 2022

This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between October 2021 and March 2022. 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 2021 and March 2022 inclusive, of those patients that responded to the relevant questions:

- 78.0% were either very or fairly satisfied with the way the NHS 111 service handled the whole process
- If the 111 service had not been available:
  - 19.1% would have contacted the 999 ambulance service
  - 26.2% would have contacted an Emergency Department<sup>i</sup>
  - 35.5% would have contacted primary care
  - 12.1% would have contacted someone else
  - 7.1% 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 2022 was 23,768, and ranged from 9 for West Midlands, to 2,701 for Staffordshire.

Care should be taken when comparing results below the England level due to low response rates in some areas. Providers cited a number of reasons for the low volume of completed surveys including suspension of sending paper surveys due to Covid concerns.

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](mailto:nhsengland.media@nhs.net).

Other enquiries about the published statistics should be referred to  
Integrated Urgent Care  
NHS England & Improvement  
Quarry House,  
Leeds LS2 7UE  
Email: [england.integratedurgentcare@nhs.net](mailto:england.integratedurgentcare@nhs.net)

---

<sup>i</sup> Please note that in previous publications of the 111 Patient Survey Emergency Department was previously referred to as Accident & Emergency (A&E) and is also referred to as 'A&E' on the survey form.