

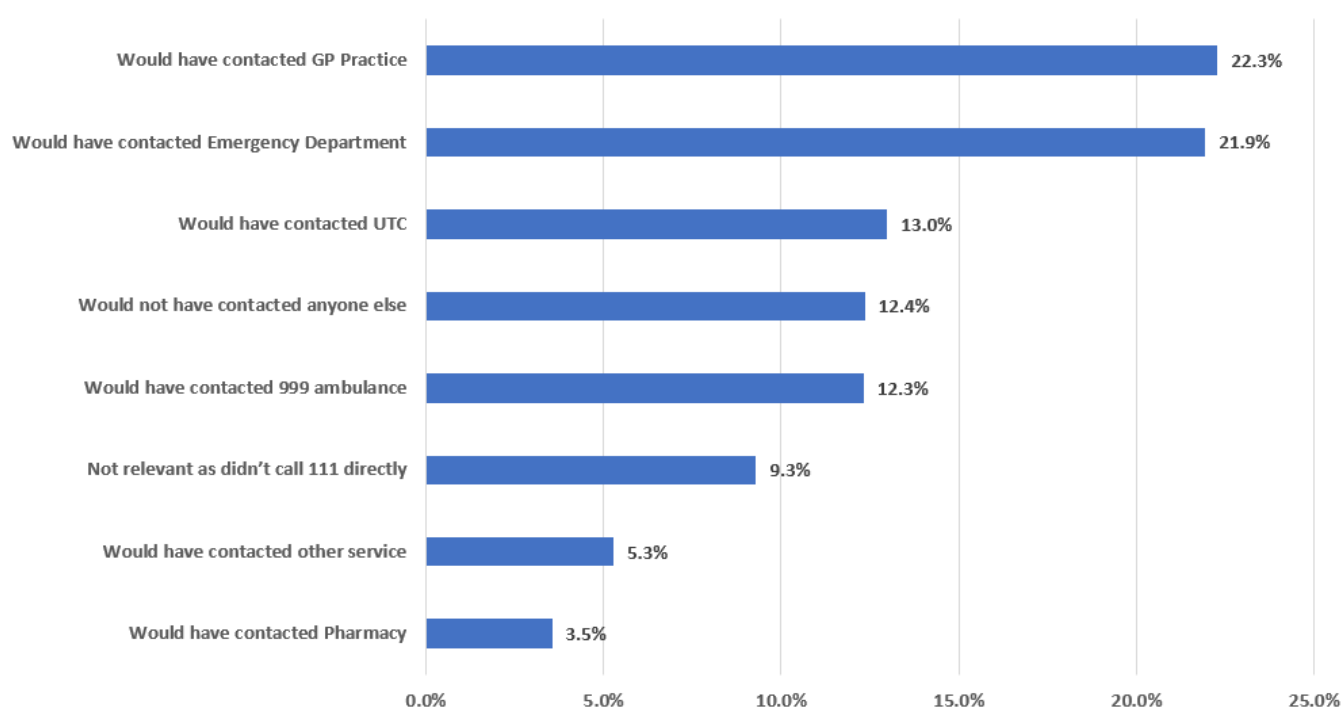
Integrated Urgent Care / NHS 111 Patient Experience Survey, England April 2022 to September 2022 inclusive

This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between April 2022 and September 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 \(including NHS 111\) \(england.nhs.uk\)](https://www.england.nhs.uk/statistics/integrated-urgent-care/).

Key Facts

From April 2022 to September 2022 inclusive, of patients who responded to the survey:

- 76.3% were either very or fairly satisfied with the way the NHS 111 service handled the whole process; 16.5% were very or fairly dissatisfied.
- If the NHS 111 service had not been available:



Methodology

The survey specification is available [here](#). Following a review in 2021, the specification was revised for surveys from April 2022 to reflect changes in user requirements.

Providers are asked to achieve at least 200 survey responses in each contract area in each six-month period. The total number of responses received for the six months ending September 2022 was 23,956; at the contract area level, this ranged from 14 responses for North West London to 3,025 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 and a cyber-



attack on 4th August which caused a major outage on the Adastra system used by many IUC service providers and impacted the generation of surveys in some areas.

Reported results are unweighted.

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

Integrated Urgent Care

NHS England & Improvement

Quarry House,

Leeds LS2 7UE

Email: england.integratedurgentcare@nhs.net

