

Integrated Urgent Care / NHS 111 Patient Experience Survey, England October 2022 to March 2023 inclusive

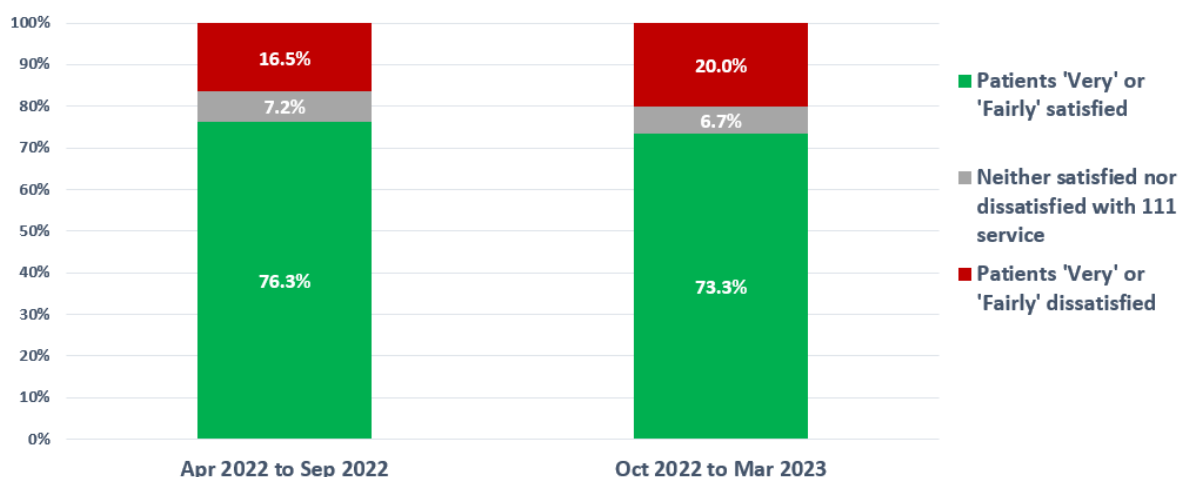
This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between October 2022 and March 2023. Survey results are collected twice a year and published in June and December; results relating to time periods before October 2020 were included as part of NHS111 MDS statistics publications – see [Statistics » Integrated Urgent Care \(including NHS 111\) \(england.nhs.uk\)](#).

Key Facts

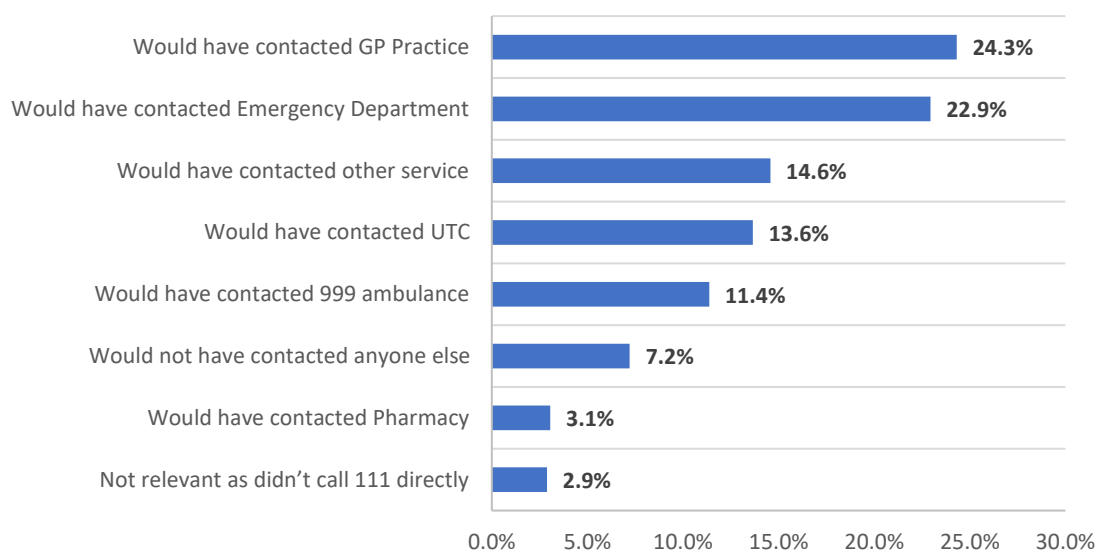
From October 2022 to March 2023 inclusive, of patients who responded to the survey:

- 73.3% were either very or fairly satisfied with the way the NHS 111 service handled the whole process. This is 3.0 percentage points lower than the previous survey period (April-September 2022) where 76.3% of patients were either very or fairly satisfied.
- 20.0% were very or fairly dissatisfied between Oct 2022 and Mar 2023, an increase of 3.5 percentage points compared to the previous survey period.

NHS 111 Patient Experience Survey - Overall, how satisfied or dissatisfied were you with the NHS 111 service?



- Of responses to the survey had the NHS 111 service 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.

¹Providers 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 March 2023 was 18,542; at the contract area level, this ranged from 2,135 responses for Staffordshire to 46 for South East London.

No data were provided for four contract areas: Thames Valley, Hampshire & Surrey Heath, Somerset, and Cornwall.

Care should be taken when comparing results below the England level due to low response rates, a contributing factor being a cyber-attack on 4th August which caused a major outage on the Adastra system used by many IUC service providers and impacted the data feed which generates surveys in some areas. System issues continued into November / December 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

Footnotes

¹ The range of survey responses is shown at an individual contract area level. The lowest individual return was 12 surveys for the West Midlands from West Midlands Ambulance Service which held the contract up to 01/03/23 when DHU took over the service provision. They conducted surveys from 01/03/23 and returned an additional 92 completed for the West Midlands contract area which is why South East London is identified as the lowest total number of completed surveys received for a single contract area.