

## Integrated Urgent Care / NHS 111 Patient Experience Survey, England April 2023 to September 2023 inclusive

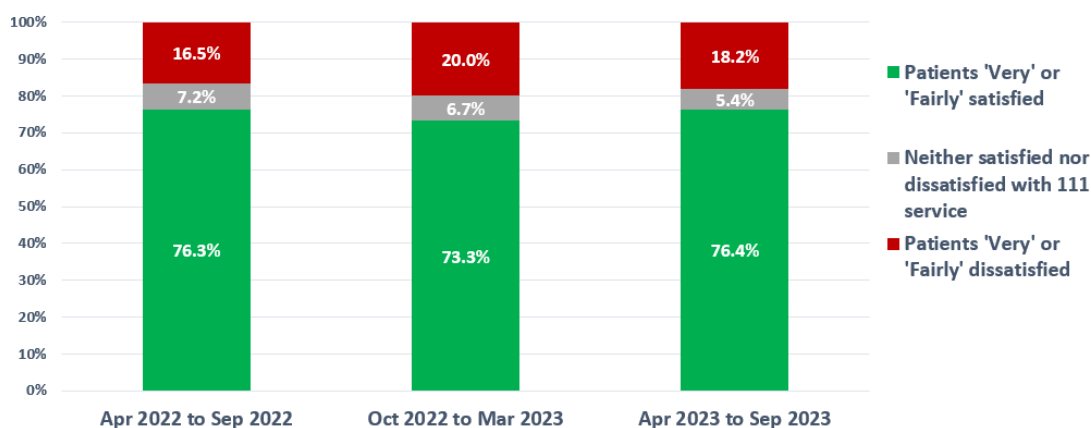
This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between April 2023 and September 2023. Survey results are collected twice a year and published in June and December; results relating to time periods before October 2020 were included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

### Key Facts

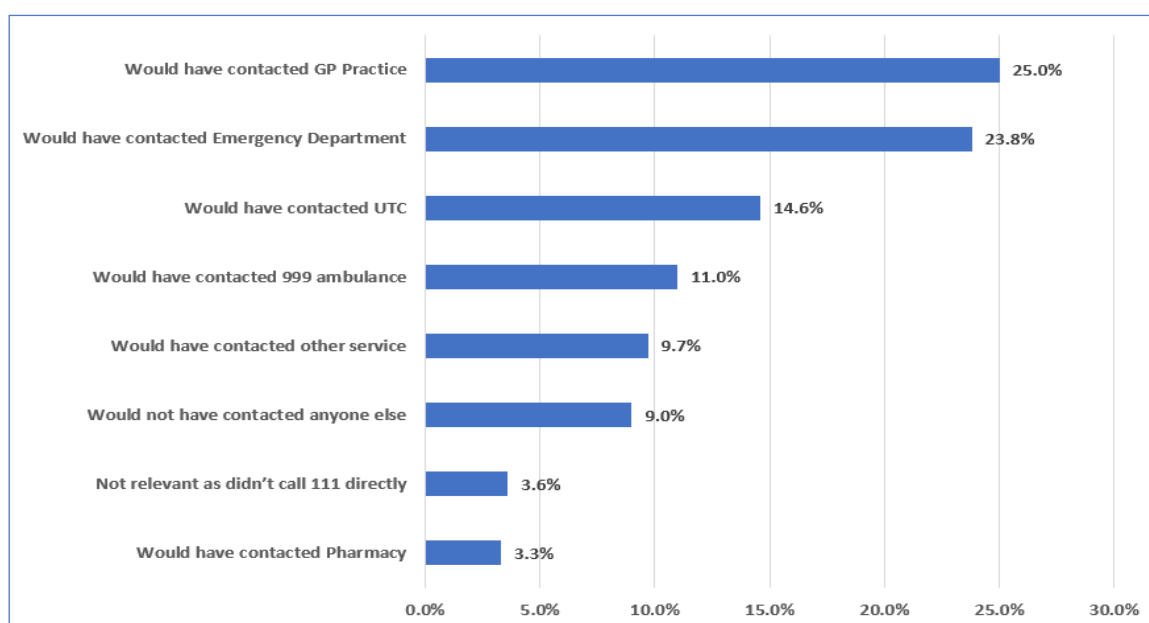
From April 2023 to September 2023 inclusive, of patients who responded to the survey:

- 76.4% were either very or fairly satisfied with the way the NHS 111 service handled the whole process. This is 3.1 percentage points higher than the previous survey period (Oct'22-Mar'23) where 73.3% of patients were either very or fairly satisfied. In the same reporting period last year (Apr-Sep 2022) the figure was 76.3%.
- 18.2% were very or fairly dissatisfied between April and September 2023, a decrease of 1.8 percentage points compared to the previous survey period. In the same reporting period last year (Apr-Sep 2022) the figure was 16.5%.

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.

Providers are asked to achieve at least 200 survey responses in each contract area in each six-month period. Surveys are carried out locally by service provider organisations using a variety of methods (paper, telephone and online).

The total number of responses received for the six months ending September 2023 was 24,039 (this is an increase of nearly 30% on the 18,542 responses in the previous survey period). At the contract area level, this ranged from 2,406 responses for Staffordshire to 26 in West Essex.

In addition, two new national support services were introduced to provide additional resources for NHS 111 telephony. Vocare returned 4,156 survey results for National Resilience service. IC24 were unable to provide surveys for the Service Advisor Module contract area (111SA1).

Reported results are unweighted.

## 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  
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## Footnotes

- Two new national support services were introduced to provide additional resources for NHS 111 telephony:
  - National Resilience (started in February 2023) – A proportion of a calls diverted to Vocare during periods when high call volumes are impacting on a provider's performance; captured in the IUC ADC as contract area '111NR1 National Resilience (Vocare)'.
    - Service Advisor Modules (started in March 2023) – A proportion of lower acuity calls from all providers diverted to IC24 after national IVR during periods of high call volume; captured in the IUC ADC as contract area '111SA1 Service Advisor Modules (IC24)'.
- SCAS had a low response rate in Apr-Sep'23 as they use a paper survey system. Also note that a handful of forms returned by patients included more than one selection in section 4 'If the NHS 111 service had not been available, would you have contacted another service about your health problem?' This has resulted in the tally of selections exceeding the number of completed surveys for both the Thames Valley and Hampshire & Surrey Heath contract areas.
- HUC returned low survey numbers in Apr-Sep'23 as their previous survey company ceased trading in May'23 and HUC were subsequently unable to collect any surveys for the first three-months of the reporting period.
- LAS advised that surveys were only collected to up to and including August for the Apr-Sep'23 reporting period. They are working to ensure full data are available in the next survey period.