

Short Report on the 111 Service to Health Scrutiny Committee

September 18 2013

Patient Experience

Public feedback information received by the helpline, via email or through the Citizens Advice Bureau network has been minimal so it is not possible to draw any evidential data on the 111 service. Comments from users of a poor experience of the service have reduced since the implementation of 111 and a recent request via Twitter for comments resulted in no replies. Where there are strong views held by the public about their experience, positive and negative, this would normally result many responses.

Some individuals using the service during the last month have reported a good experience. Those referred onto the OOH service located at their local acute trust have commented that on arrival the OOH service was not busy and they were seen straight away whilst the A&E department appeared extremely busy. Some people have told us that they were not aware that 111 was now the access point for the OOH GP service.

Acute hospital A&E departments are the "catch all" for the 111 triage service so the gap analysis data that SECAmb is collecting on those people who have called 111 and who are then transported to A&E in an ambulance will be good information/evidence of how the 111 interaction with the public is working. In future work needs to be done with the public so they become less confused about 111 and have more confidence to use it when they are stressed and anxious, rather than 999. For a good experience of care it will be important to continuously monitor and ensure that people dialling 111 receive the appropriate service when they need it.

Healthwatch Surrey

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