

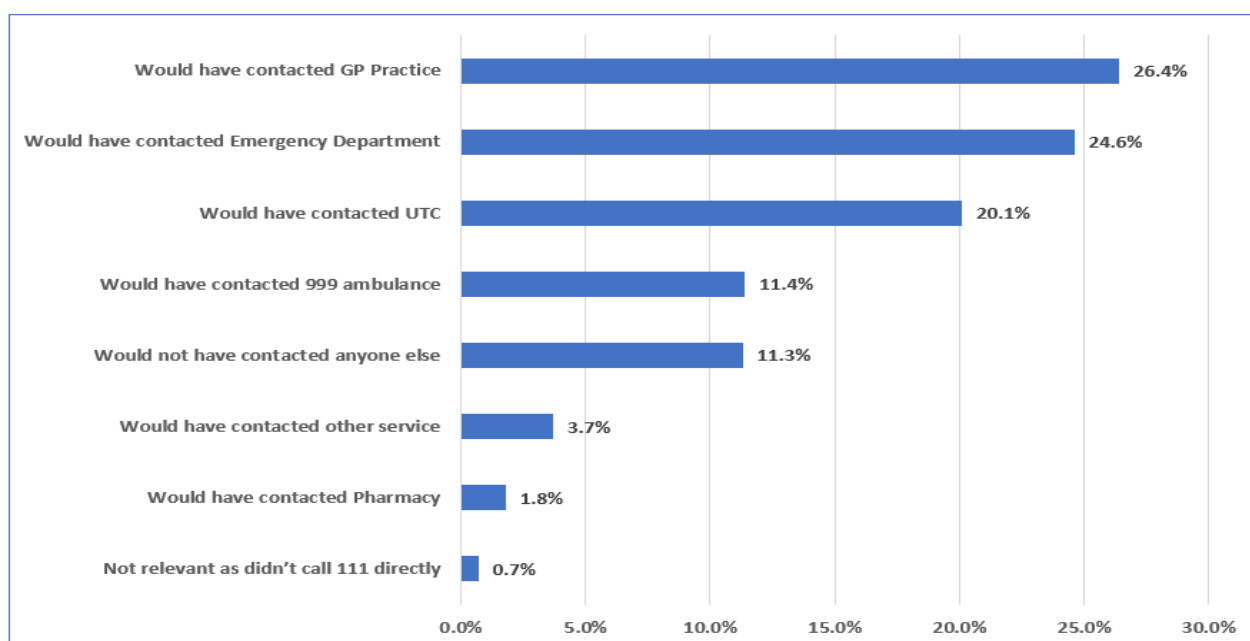
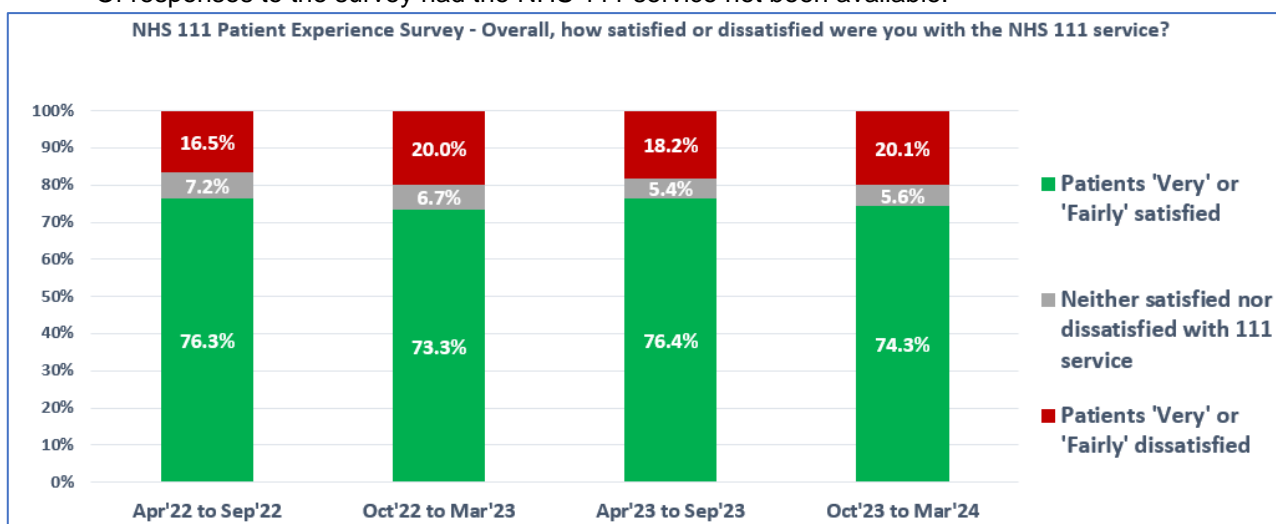
Integrated Urgent Care / NHS 111 Patient Experience Survey, England 1st October 2023 to 31st March 2024 inclusive

This publication sets out responses received by providers of NHS 111 / IUC Services to patient experience surveys conducted between October 2023 and March 2024. 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 2023 and March 2024 inclusive, of patients who responded to the survey:

- 74.3% were either very or fairly satisfied with the way the NHS 111 service handled the whole process. This is 2.1 percentage points lower than the previous survey period (Apr-Sep'23) where 76.4% of patients were either very or fairly satisfied. In the same reporting period last year (Oct'22-Mar'23) the figure was 73.3%.
- 20.1% were very or fairly dissatisfied between October 2023 and March 2024, an increase of 1.9 percentage points compared to the previous survey period. In the same reporting period last year (Oct'22-Mar'23) the figure was 20.0%.
- 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 March 2024 was 39,494 (this is an increase of just over 64% on the 24,039 responses in the previous survey period). At the geographical contract area level, this ranged from 5,476 responses for Staffordshire to 99 in Hampshire & Surrey Heath.

In addition, two new national support services were introduced to provide additional resources for NHS 111 telephony. Vocare returned 13,318 survey results for National Resilience service (111NR1). IC24 were unable to provide surveys for the Service Advisor Module contract area (111SA1) and the service has since closed down in February 2024.

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
Email: england.iuc111insights@nhs.net

Footnotes

- Data for South East London, North East London and North West London (provider LAS) was affected with issues from January to March 2024 inclusive (within the Oct 2023-Mar 2024 period), where the provider was unable to identify the location of the patients responding to the survey and therefore unable to align them to one of their three contract areas. It was decided that data collected from these three months would be split as a proportion of calls taken by each of the LAS areas. This ensured the feedback from these patients was still utilised without affecting the integrity of the collection.

The issue arose because the LAS survey system generates surveys randomly and equally across all their geographical coverage and information on location wasn't recorded, however, we are advised the fault has been rectified for future survey periods, and data from the October to December 2023 portion of the current collection period were unaffected.

- SCAS currently use a paper survey system which yields low volumes of survey responses. They are working on solutions to improve the survey response for their contract areas (Thames Valley, Hampshire & Surrey Heath).
- National support services introduced to provide additional resources for NHS 111 telephony:
 - National Resilience – 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 – 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)'. Contract ended 28/02/23.