

**NHS 111**  
**Summary Engagement Report -**  
**Oxfordshire**

## Contents

1. Purpose of Report .....	3
2. Background .....	3
3. Survey Responses.....	3
Demographics .....	4
4. Key Findings .....	6
Using NHS 111.....	6
Developing NHS 111 .....	6
5. Next Steps .....	7

## 1. Purpose of Report

The purpose of this report is to present and analyse views submitted during the review of NHS 111 services for the people of Oxfordshire. It describes the engagement process, sets out the available demographic data, and identifies the views and issues expressed in Oxfordshire for consideration alongside those collated elsewhere across the Thames Valley.

## 2. Background

A public survey on NHS 111 was held over 2 weeks between 15 and 31 July 2015. This survey was designed to work alongside similar NHS 111 surveys taking place at the same time across the Thames Valley in Buckinghamshire, Berkshire East and Berkshire West.

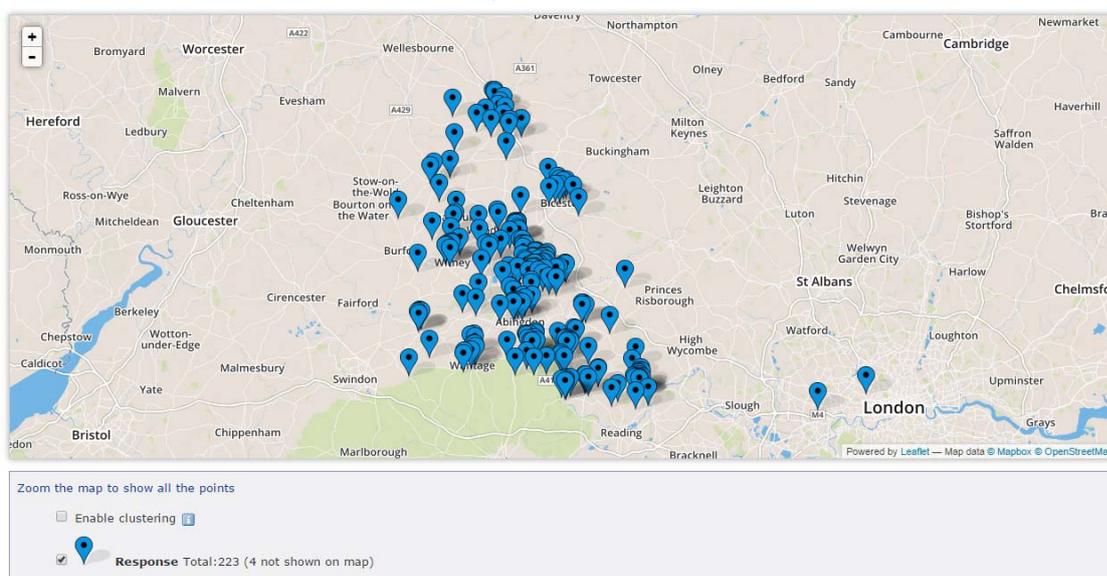
The purpose of the survey was to gather feedback on patient knowledge and experiences of using NHS 111 as well as their views on possible developments to the NHS 111 service.

The survey was promoted by Oxfordshire Clinical Commissioning Group (OCCG) through all of their six Locality groups, on their Twitter site (over 6,400 followers), their Facebook site (165 followers), and on their external website.

## 3. Survey Responses

In total, 279 people registered interest in this engagement activity and of these, 227 people responded to the online survey.

The map below shows the wide spread of responses received across Oxfordshire – both in rural and urban areas. It is important to note that 4 people who responded did not provide their postcode, and, as such, are not reflected on the map.

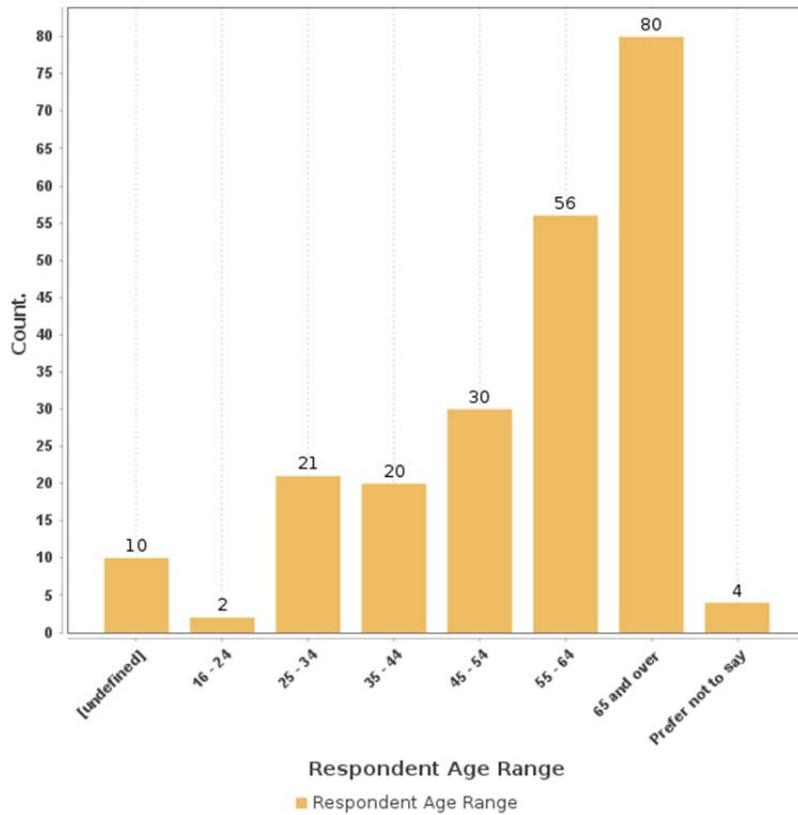


**Figure 1: Map of respondents across Oxfordshire**

## Demographics

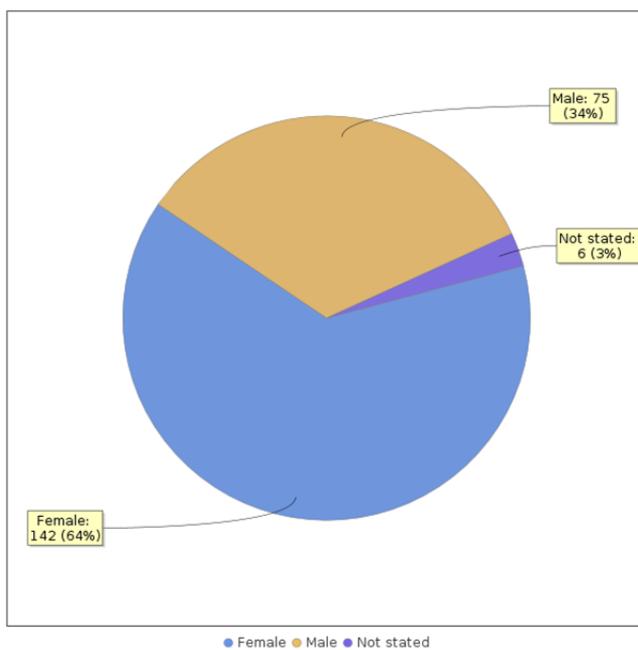
### Age

Responses to the survey were received from all age categories, with the majority being aged 65 and over (80 responses).



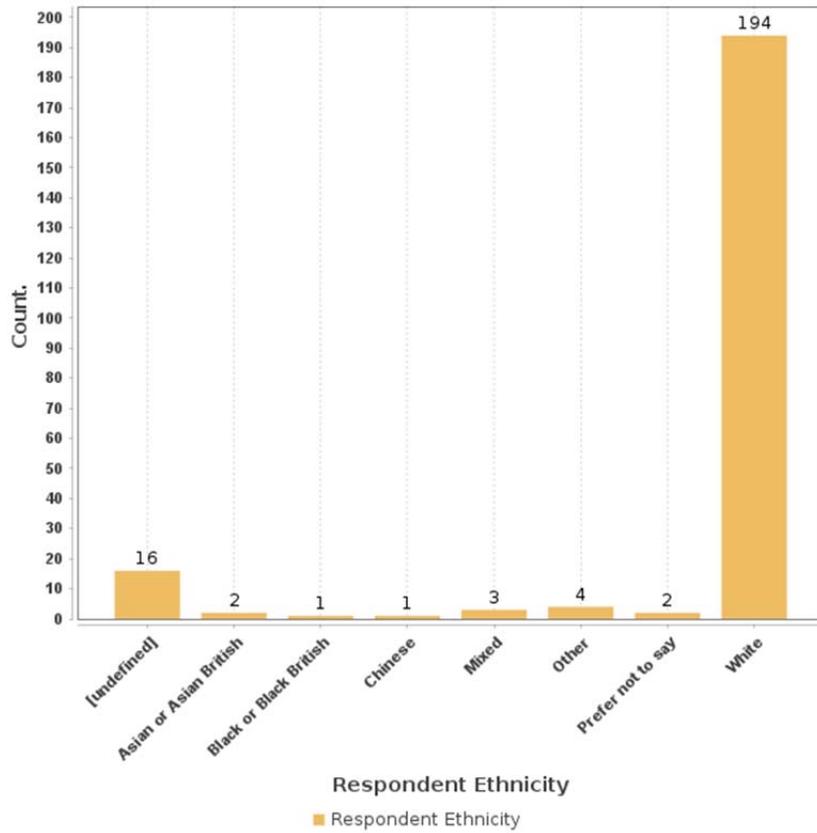
### Gender

Nearly two thirds of respondents (64%) were women and around a third (34%) of survey responses were from men.



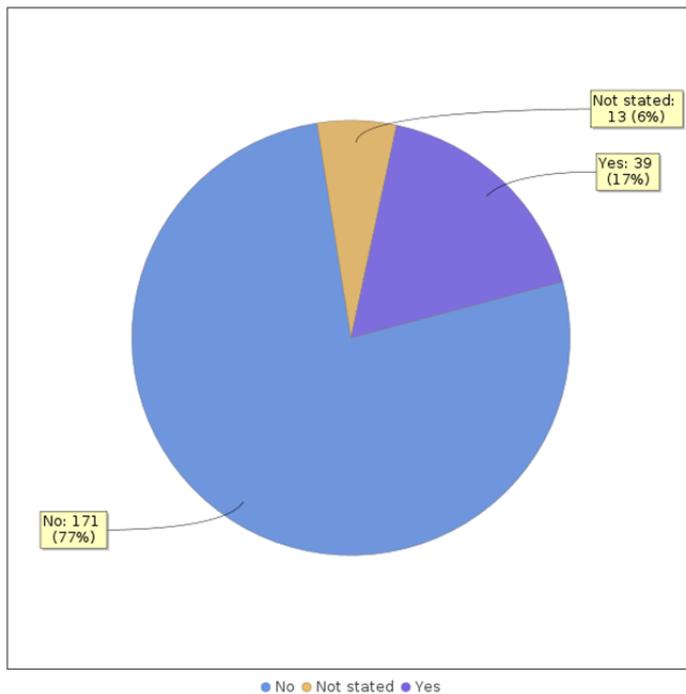
### Ethnicity

The majority of survey responses (194 responses) were from those of white origin. Only a small proportion of responses were received from other ethnic origins.



### Disability

17% of respondents were from those with a stated disability.



## 4. Key Findings

### Using NHS 111

In summary, the main findings regarding the knowledge and use of the NHS 111 service were:

- Almost all respondents (94%) had heard of NHS 111, indicating a good level of awareness of the service
- Of these, just over half (55%) had actually used the NHS 111 service
- Experiences of using NHS 111 were extremely mixed, but the majority were either satisfied (38%) or extremely satisfied (21%) with the service. However it was significant to note that a total of 26% were either dissatisfied or extremely dissatisfied following their experience of using NHS 111.
- The majority of respondents (81%) felt that it is appropriate to access NHS 111 over the telephone
- 61% of respondents said they were aware of what GP services were available when their surgery is shut. The remaining responses were split equally between 'not aware' and 'not sure'.

### Developing NHS 111

When asking respondents questions about possible developments of the NHS 111 service, the key themes were:

- If there was a web-based NHS 111 service the top three things that people said they would use this for are:
  - Looking up information about symptoms (76%)
  - Looking up information about medicines (73%)
  - Arranging appointments to see a health professional (73%)
- When asked views on whether NHS 111 should be able to book an appointment with your GP surgery directly, the response was very mixed. However a total of 57% said that they would not want this as they would either have more confidence booking directly with their practice (37%), or would still want to talk to their practice directly (20%). Only 15% said they thought it was a good idea.
- If the local NHS 111 service was to deliver any additional clinical speciality, the option that received the most support was to include a GP - to offer advice and expertise (61% indicated this was very important). The second option that respondents supported the most was Mental Health Liaison - to be able to access advice and/or Mental health services in the area (42% indicated this was very important)
- If NHS 111 could 'connect' with other services, to pass on information that was shared with the patient on the call, the three most popular options were:
  - A&E (78% indicated this was very important)
  - GP Services (67% indicated this was very important)
  - Mental Health (45% indicated this was very important)
- For non-urgent queries the most acceptable length of time that respondents felt a call back should be made within is 'up to an hour' (63%)

- The majority of respondents (71%) said that they would want NHS 111 to have access to their 'special patient notes' (allergies, medical history, long term conditions or a care plan) and medication information (70%). Around half of respondents said they would also want NHS 111 to have access to their hospital notes (52%) and full GP records (43%).
- Respondents did not want NHS 111 to have access to their police/other records (only 7% supported this)
- There were mixed views about sharing NHS 111 call information with other organisations involved in an individual's care. Less than half (47%) of respondents supported this and the remainder were split between not wanting this (29%) and saying that they did not mind (24%).

## 5. Next Steps

The results of this survey are being collated alongside the patient engagement reports on the current and future NHS 111 service in other areas across the Thames Valley.