



Sussex NHS 111 survey

WHAT DID PEOPLE TELL US

On behalf of the seven Sussex CCGs:

- NHS Brighton and Hove
- NHS Coastal West Sussex
- NHS Crawley
- NHS Eastbourne Hailsham & Seaford
- NHS Hastings and Rother
- NHS High Weald Lewes Havens
- NHS Horsham & Mid Sussex

NHS 111 SURVEY SUSSEX



NHS 111 is the non-emergency number that people should call if they need medical help or advice but feel it's not a life-threatening situation. With experienced call handlers and clinicians available to assess a person's needs and situation they can direct you to the best local services for the care you need. The service is available 24 hours a day, seven days a week, 365 days a year.

Locally across Sussex, there are more than 7000 calls made to NHS 111 every single week - clearly it is a key part of the NHS in Sussex.

The seven Clinical Commissioning Groups in Sussex are working collaboratively to award a new contract to run a local NHS 111 Clinical Assessment Service Sussex by April 2019.

Before any new contract is finalised, we wanted to explore with local people what their priorities were for this service, and asked questions that gave us a clearer idea about what the service was that we needed to buy for our local population.

Here's what we asked, and here's what people said.

TOTAL OF
1062
COMPLETED
SURVEYS

650
COMPLETED
ONLINE

412
COMPLETED
FROM THE
LOCAL
NEWSPAPER

WHAT DID PEOPLE SAY?

HAVE YOU HEARD OF NHS 111?

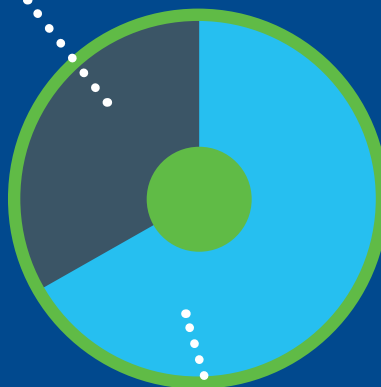


HOW SATISFIED WERE YOU WITH THE EXPERIENCE?



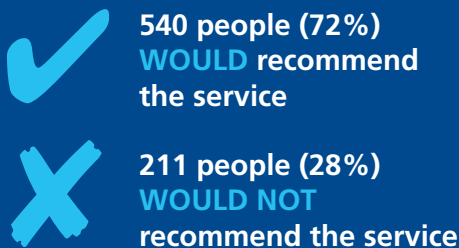
HAVE YOU USED THE NHS 111 SERVICE?

33% HAD NOT used the service



67% HAD used the service

WOULD YOU RECOMMEND NHS 111 TO FRIENDS AND FAMILY?



The NHS non-emergency number

CALL

111



ARE YOU HAPPY TO SHARE YOUR EXPERIENCE WITH US?:

"Too many questions asked - not relating to the condition I phoned about"

"Extremely quick and friendly service"

"Good response in answering call and very quick making a decision to call for an ambulance as needed urgent treatment. Very good service - Thank you

"Helpful but not quick enough"

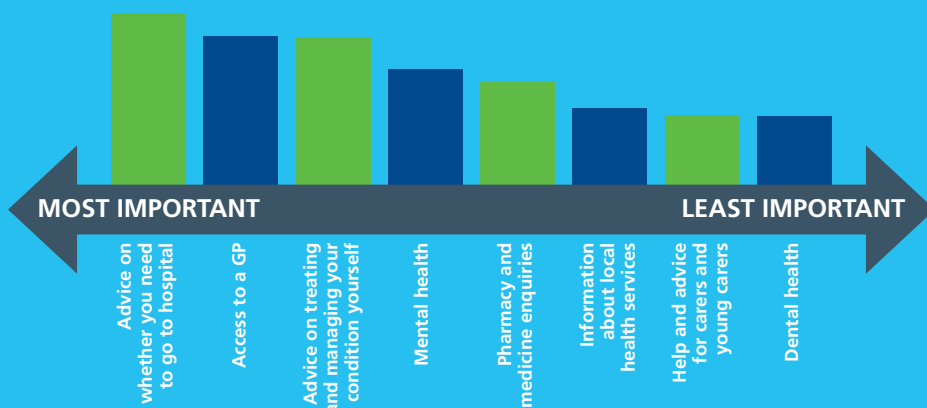
"I am a registered nurse working in a local A&E. The 111 service could be much improved. The threshold for A&E referral is far too low. Access to Urgent Response Services, Registered Nurse Practitioners and Advanced Nurse Practitioner needs improving."

"Thank you for working hard for the wonderful NHS"

"First class. Ordered an ambulance - rang back and stayed on phone until ambulance arrived."

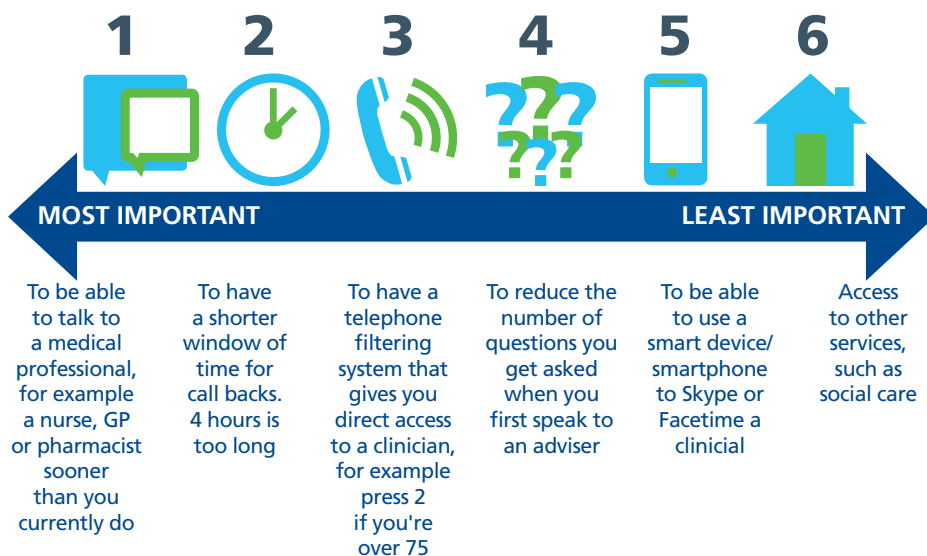


THE IMPORTANCE OF EXISTING SERVICES RATED



FEEDBACK ON IDEAS FOR THE NEW NHS 111 - CLINICAL ASSESSMENT SERVICES

ELEMENTS TO BE CONSIDERED AS PART OF THE FUTURE DESIGN OF NHS 111 IN ORDER OF IMPORTANCE



The NHS non-emergency number

CALL

111

Would you like the idea of NHS 111 effectively becoming the only number you need to use to make contact with any local health service or health team, such as the District nurses or your GP?



"Seems to me it would increase wait times and load on GPs"

"Only if it is more effective"

72%
SAID NO
TO ONE
NUMBER



"Prefer to have personal access to different parts of the NHS"

"Yes. If properly staffed"



Would you be happy for NHS 111 staff to be able to access and update your medical records, to help make informed decisions about the care you may need?



"Yes. It can only make the service more effective"

73%
SAID YES

"Anything to give more information to those advising is a good idea. Sharing medical info is vital"

"It would give them a better idea of your history immediately - yes"



"To access yes - to update no"

Would you be happy for NHS 111 staff to book appointments directly with your GP or other local NHS service?



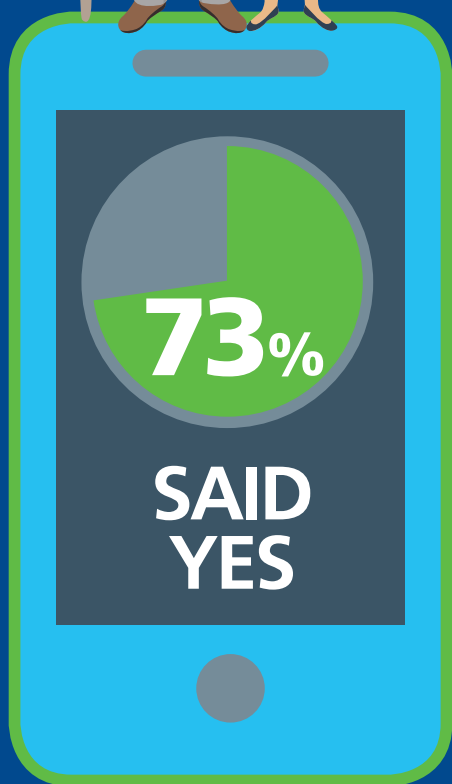
"Yes this would make life easier for weekends and urgent appointments"



"It would be helpful"

"Yes - appointment booking would be a helpful service"

"Yes. With a text/email service confirming the appointment"



The NHS non-emergency number

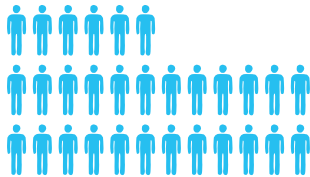


WHO DID WE HEAR FROM?

GENDER PROFILE

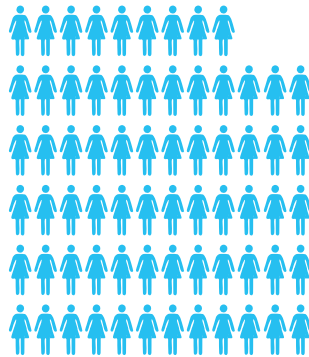
30%

MEN



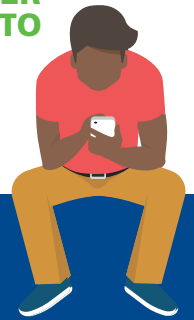
69%

WOMEN

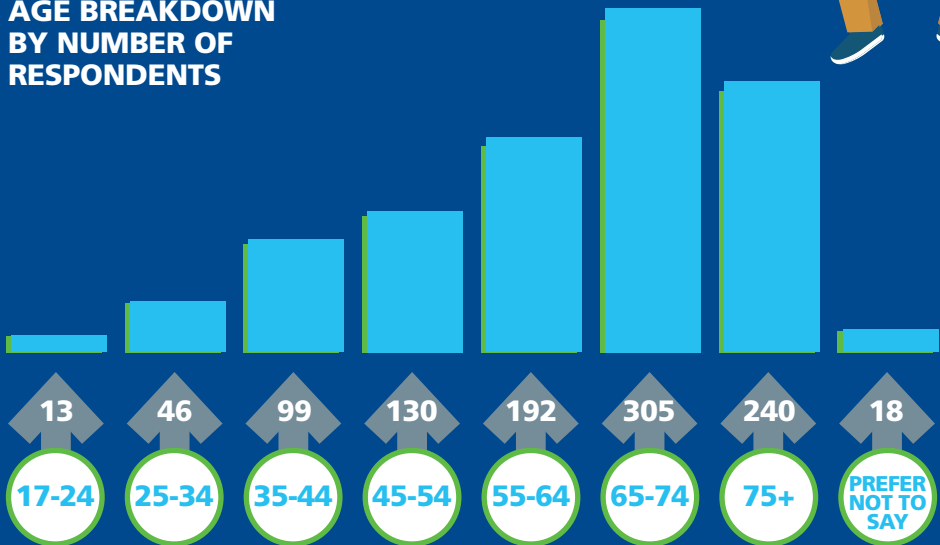


1%

PREFER NOT TO SAY



AGE BREAKDOWN BY NUMBER OF RESPONDENTS



CARING RESPONSIBILITIES OF:

AN ADULT OR ADULTS

178

A CHILD OR CHILDREN OVER 5 YEARS

71

NONE OF THESE

728

A CHILD OR CHILDREN UNDER 5 YEARS

43

DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY OR LONG TERM ILLNESS?



2 - Learning disability

187 - Long-term illness

32 - Mental health issue

506 - None of these

68 - Physical impairment

68 - Prefer not to say

47 - Sensory impairment



HOW WOULD YOU DESCRIBE YOUR ETHNIC ORIGIN?

54

ASIAN/ASIAN BRITISH

3

BLACK/ AFRICAN/ CARIBBEAN/ BLACK BRITISH

4

MIXED/MULTIPLE ETHNIC GROUPS

861

WHITE BRITISH

32

WHITE OTHER

5

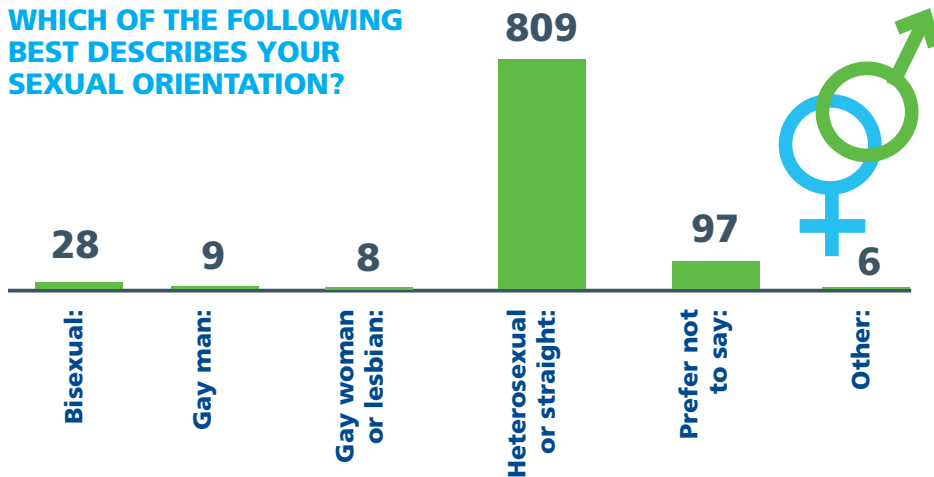
OTHER

The NHS non-emergency number

CALL

111

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR SEXUAL ORIENTATION?



WHAT IS YOUR RELIGION?



THE POSTCODE BREAKDOWN INTO CCG FOOTPRINT:

443

Coastal West Sussex CCG

186

Eastbourne Hailsham & Seaford CCG

112

Horsham & Mid Sussex CCG

109

Hastings and Rother CCG

60

High Weald Lewes Havens CCG

51

Brighton and Hove CCG

26

Crawley CCG

7

Out of area

CONCLUSION

This Survey collates findings and experiences from people from across Sussex and we are very grateful to the 1000+ people who took the time to fill in our survey either online or in their local newspaper.

The views and experiences that have been captured through this survey will provide useful insight and information that will be used to inform and help shape the new NHS 111 - clinical assessment service and the development of the integrated urgent care services for Sussex.

We will continue to engage with our patients and local population to explore the themes and gaps that have been highlighted by this survey.



The NHS non-emergency number





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FOR MORE INFORMATION

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