

7. Did the person you spoke to provide clear instructions/advice of the next steps?

- Yes No Not Sure Not Applicable

8. Did the person you spoke to provide clear advice on what to do if things got worse?

- Yes No Not Sure Not Applicable

9. Did the advice help with your /the patient's health concern?

- Yes No Partially

10. If not, why not? (please choose as many as apply)

- I wasn't sure what I was being told to do
 I didn't feel that the advice was appropriate for my needs
 I had problems accessing the service that I was referred to
 I started to feel better without help
 I didn't want to bother the service that I had been advised to speak to / see
 Not Applicable
 Other (Please specify) _____
-

11. If you had to wait for a clinician to call you, were you advised how long you should expect to wait? (please choose one)

- Yes No Not Sure Not Applicable

12. Did you receive the call back within the time you had been advised? (please choose as many as apply)

- Yes
 No, I had to call back to chase it up
 No, I gave up waiting and used another health service
 No, I did not receive a call back
 Other (Please specify) _____
-

111 Patient Satisfaction Questionnaire

13. If you were referred to a service, were you/the patient expected by the staff and were they aware of your/the patient's health concern?

- Yes No Not Sure Not Applicable

14. Do you feel you were treated with dignity and respect by the 111 staff?

- Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

15. Would you recommend using NHS 111?

- Yes No Not Sure

16. Are there any other suggestions or comments you can make to help us improve our services in the future?

Sometimes we contact patients to discuss their feedback further, if you would like a response to your feedback please leave your contact details below.

Please tell us your name _____

Please enter your email address _____

(this will only be used to contact you about our feedback)

Please enter your phone number (optional) _____

Thank you.

Please return this completed form to a member of staff or post it in the feedback box.