



local healthwatch

working together



Gather more views from local people on the future of 111 and out of hours care

January 2018

Used 111 a couple of times. Really good. They got an ambulance when my baby was only 3 months old. Second time they advised to go to A&E.

Insight collected by Healthwatch West Sussex in November 2017

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. This service has experienced call handlers and clinicians available to assess your needs and situation and 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, and 365 days a year.

Introduction

Urgent and emergency care is being redesigned across Sussex, with the aim of providing a more joined-up, seamless service for local people and to ensure those with urgent care needs get the right care, in the right place, at the right time.

On behalf of the seven Sussex Clinical Commissioning Groups involved, a joint team advertised and looked at responses to an online and newspaper survey that asked local people to share their views on the future of 111 and urgent care. You can read the result of the survey [here](#). Responses showed certain groups/demographics did not seem to have taken part in the survey and therefore their voice/views had not informed the work.

Local Healthwatch across Sussex were asked to gather further views from local people, focusing on:

- Parents of children who are both over, and under 5 years old
- Migrant communities for example, the Eastern European Parents
- Ethnic Groups
- LGBTQ+ communities



- Young people.

How this engagement was different to previous survey

A social media campaign was run collaboratively by local Healthwatch in November 2017 to:

- Raise awareness of the drive to create a joined up, seamless service for local people needing urgent and emergency care and
- promote the independent survey to groups who hadn't previously been heard from through targeted Facebook groups.

In addition, Local Healthwatch surveyed people in rural West Sussex whilst on a listening tour of local villages throughout November and Young Healthwatch surveyed under 25s in Brighton in December and January.

Importantly:

- the survey was carried out independently, so people could be assured their information would remain outside the NHS but be used to inform the work as it develops
- More detail was given before people were asked to answer certain questions. For example:

Your GP services and NHS dentists are seeing huge demand for appointments and we know many people are struggling to get through to their GP surgery. One option to overcome this challenge is to have the new and improved 111 Service as the number you call for any urgent care - including same day GP and dentist appointments.

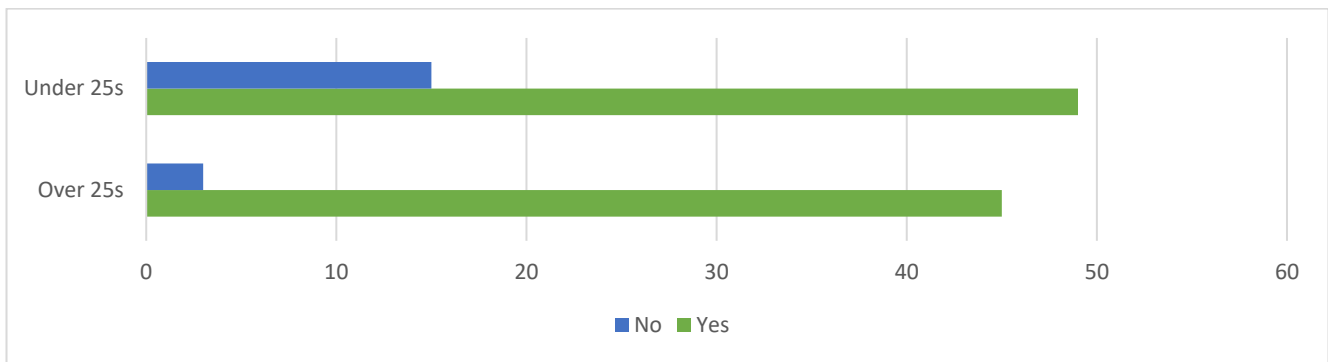
What people told us

Have you heard of 111?

Most people knew of 111. This closely matches the previous survey response (which was 95%).

More under 25s said they had not heard of the service. Therefore, this may be something to consider when looking at future communication.





What people said about their experience of calling NHS 111?

Nearly 8 out of 10 over 25s had called 111 with 62% of them speaking positively about their experience. Far fewer under 25s (only just over 4 in 10) had used 111, however, of those, 84% spoke positively about it. These findings are higher than the NHS survey (of just over 1,000 people), where just under half said their experiences of the NHS 111 number were positive.

Really good, helpful informed staff. Used for self and children recently.

They asked lots of long and tedious questions. (A comment that others shared).

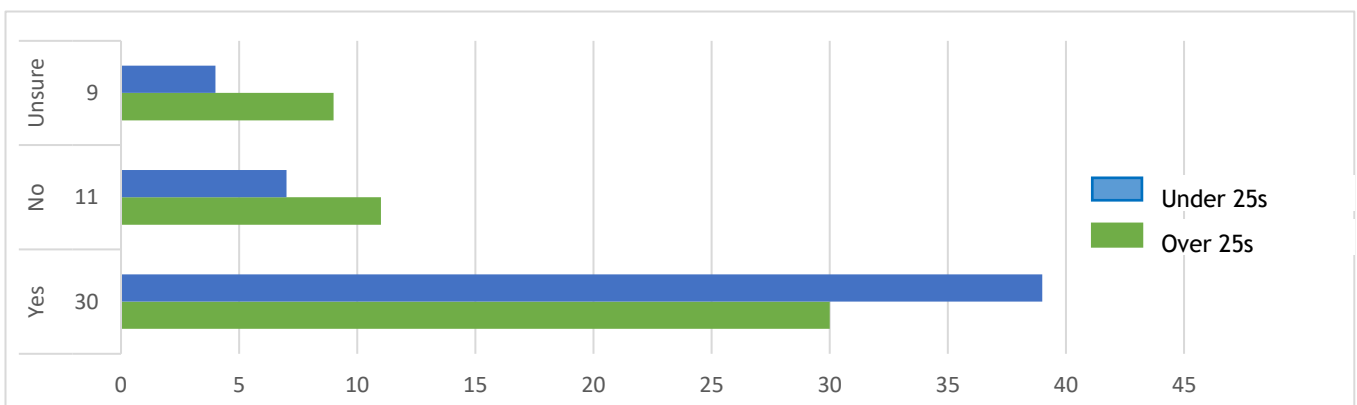
Mostly good but terrible over Christmas period. Delays in call handling and also delays in getting an appointment. At all other times 111 have however been exceptional.

We asked people if they would be happy for NHS 111 to be the one number they called to get a same day appointment?



Before asking people this question we put it in context from what local people tell us when trying to access GP services and the challenges local surgeries share with us.

There was **much stronger support** for a single number from the people we surveyed than with the previous survey (NHS survey found 7 in 10 people saying no to one number). Healthwatch believe this is because the question was framed in terms of challenges in accessing an appointment.



Peoples' comments suggest that if they can easily get a same day appointment they did not agree with this suggestion. Where their experience had been not so easy they were in favour of changing to the NHS 111 as the one number to call for a same day appointment.

(Named) medical centre has always been able to provide urgent & routine appointments

*I do get worried about getting through to the GP -
it can be difficult, so this may be a good idea.*

This would be brilliant in Horsham as I used to be on the phone to the Surgery for 40 minutes waiting to get through and then there are no appointments.

Would you be happy for clinically-trained staff at NHS 111 to access and add to your records?

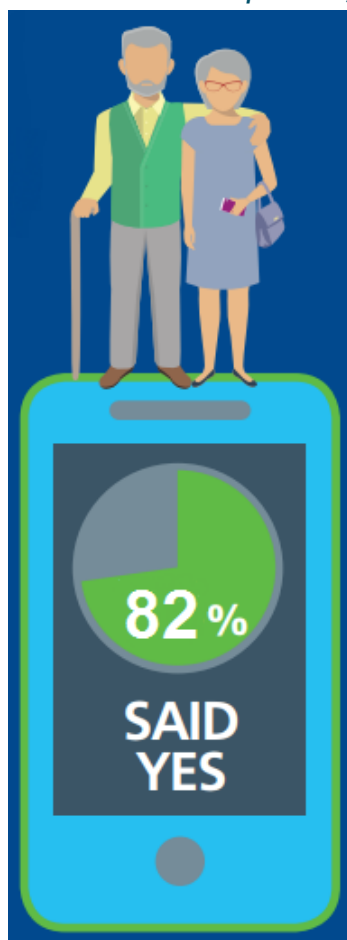
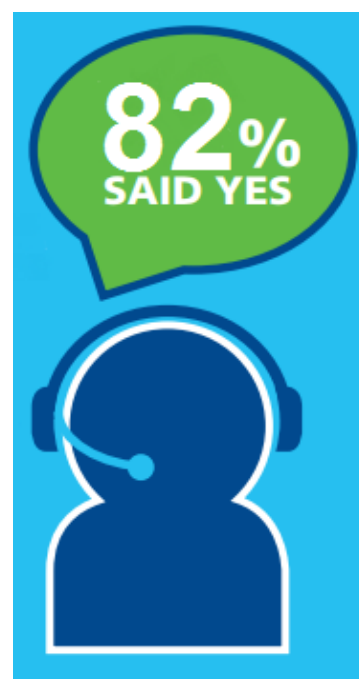
This is a **higher positive response** than with the previous survey findings, where 73% were in favour of clinically trained staff at NHS 111 accessing and adding to their records.

Over 95% of under 25s were in favour of this.

Was surprised this didn't happen already.

Wouldn't be confident in the triage service unless they had adequate medical knowledge.

Has experience of USA health care and finds it odd that there are not centralised medical records that clinicians can access. Finds she wastes a lot of professionals' time, e.g. 20 minutes explaining reaction to morphine.



We asked people if they would be happy for NHS 111 to book appointments directly with local services for them?

This is a **higher positive response** than with the previous survey findings, where 73% were in favour of NHS 111 booking appointments directly with local services for them.

Think this would be excellent.

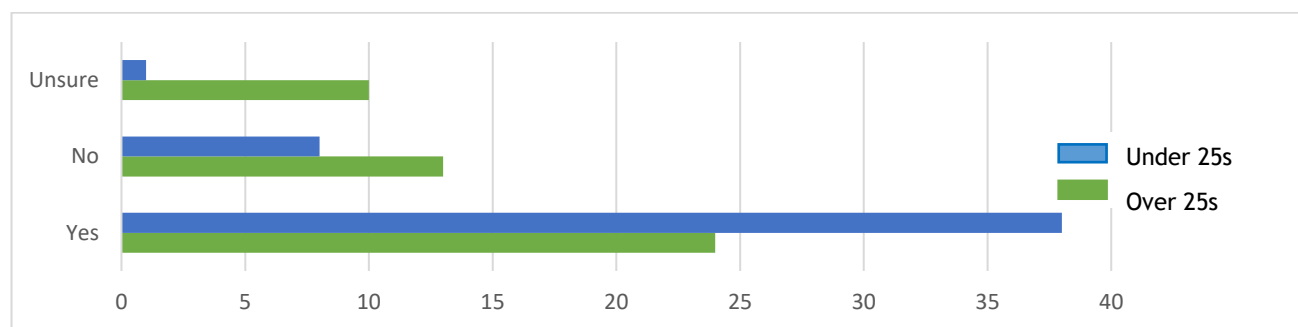
Depends on what local services we are talking about?

If this is free then yes.



We asked people if they would be interested in a 111 symptom-checking app?

Some people thought that this would be duplication, as such apps already exist. However, nearly 66% said they would be interested in such an app.



People said the following would be helpful

- It would be great to have access to repeat prescriptions anywhere, as I have been away from my local area and unable to collect prescriptions I needed. (Under 25)
- Being quick and easy to understand where you need to go, what you need to do. (Under 25).
- To be clear about what counts as an emergency. (Under 25).
- Make sure there is good communication between the services.

The concerns people expressed

- Remote nature of it is off putting. (Under 25).
- Urgent care - when they took 6 hours to call back is ridiculous and they are not medical staff. (Under 25.)
- The people don't seem very medically trained and don't seem to give correct advice. (Under 25)
- There's a big push on doctors having to provide urgent care but it's not always possible to either get to the doctors on time (e.g. if you're at work and you work quite away from home). Receptionists also seem to be quite reluctant to give emergency appointments out and write off cases as not an emergency without knowing all the details. (Under 25).
- Won't be good enough (Under 25).
- Needs improvement and there are no links to primary care currently.
- I have four autoimmune illnesses on top of other health issues, and many fail to understand it.



How local people can still get involved in the redesign of urgent or emergency care going forward?

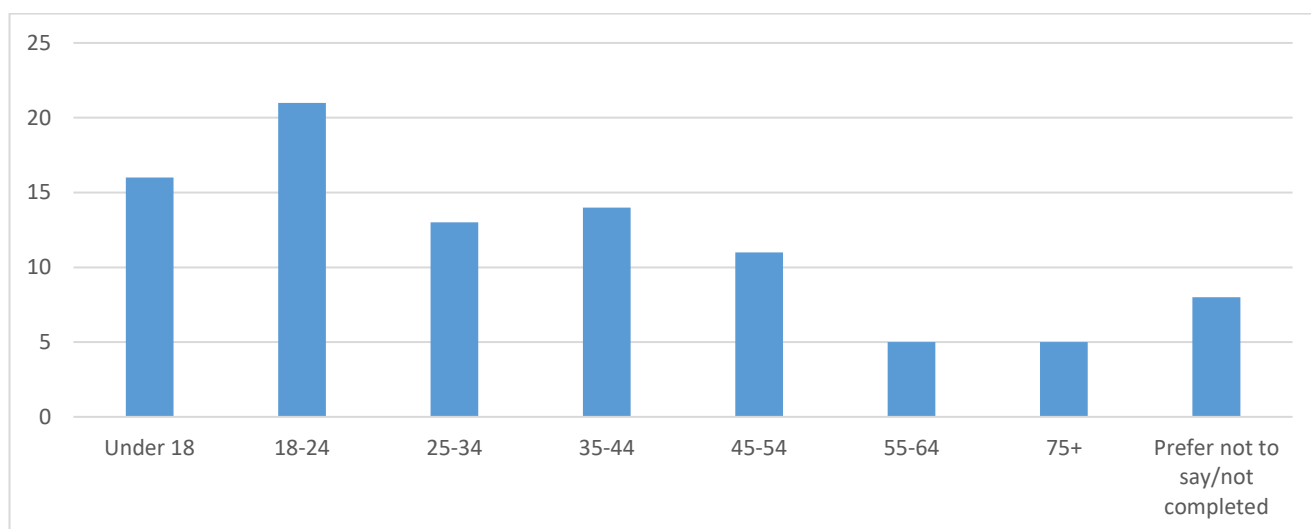
There are some parts of the redesign work that Government have said must be in place, other aspects should be developed in partnership with local people. You don't need to have a medical background, just understand your needs and the needs of people in your local area.

Local Healthwatch and the team working on the redesign of urgent and emergency care are keen to involve local people further.

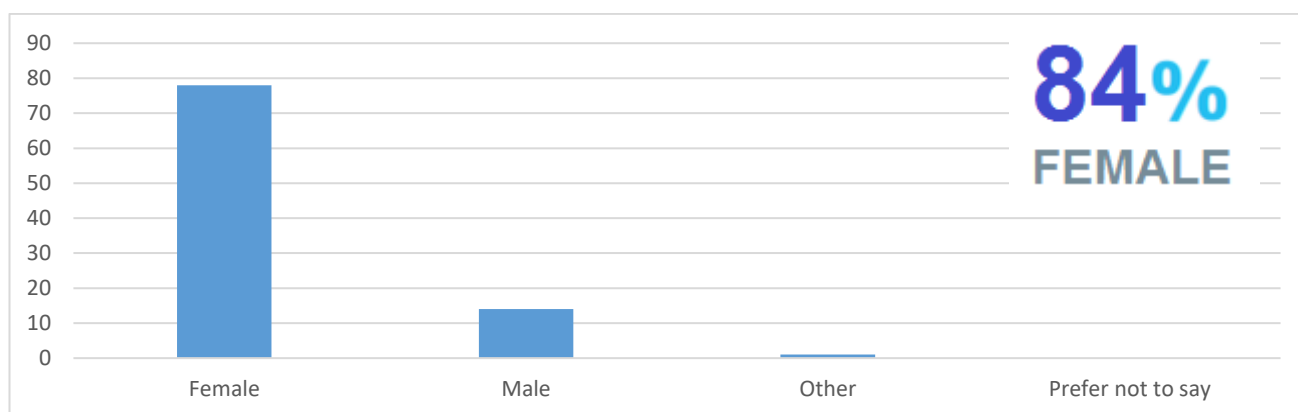
Volunteering some of our time is good for our health and wellbeing. To get involved, virtually or through small group discussion, contact **Healthwatch West Sussex** on **0300 012 0122** or email Katrina.broadhill@healthwatchwestsussex.co.uk

Who did we hear from?

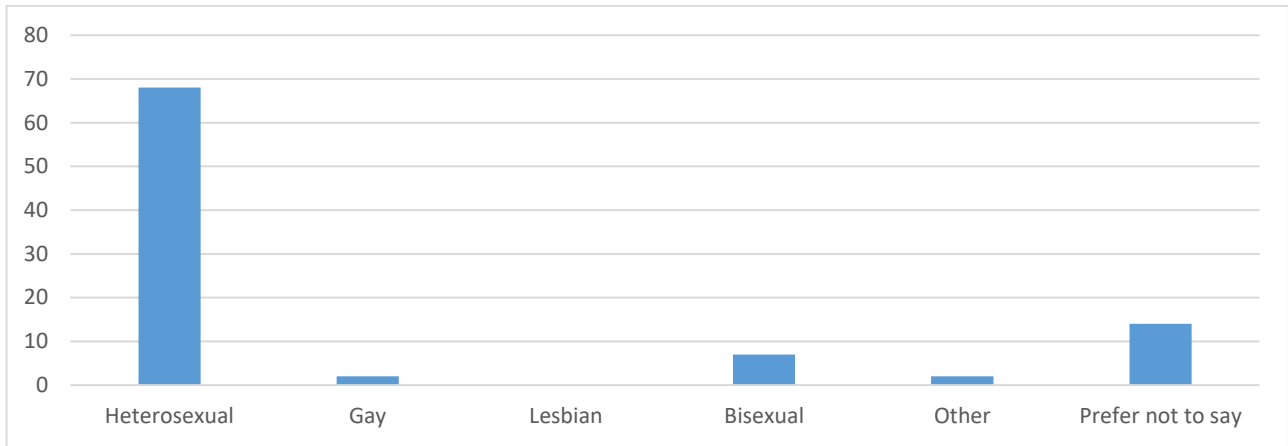
Breakdown of people by age:



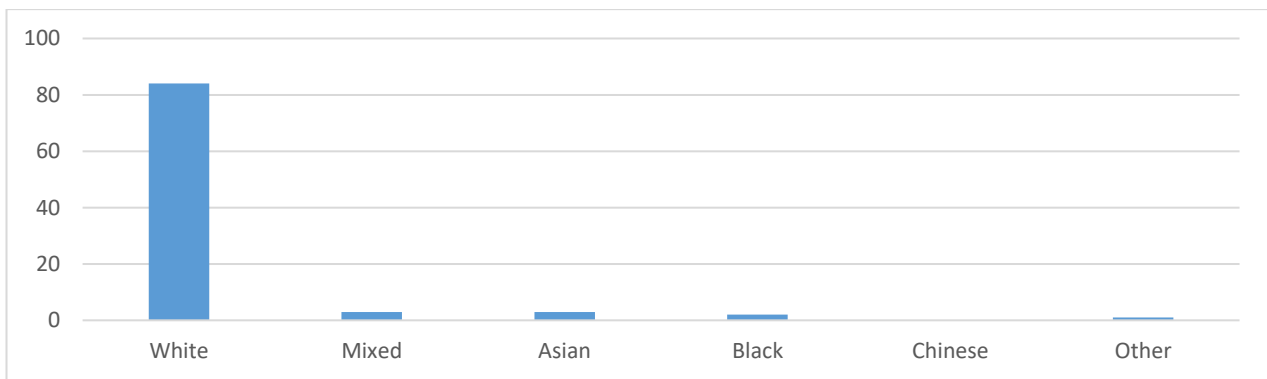
Gender profile:



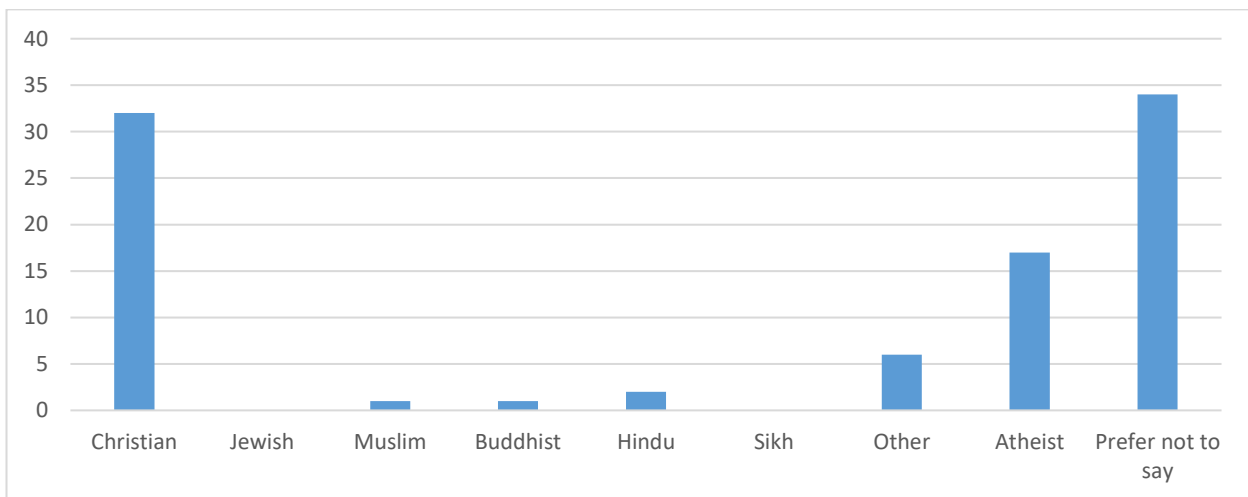
How people described their sexuality:



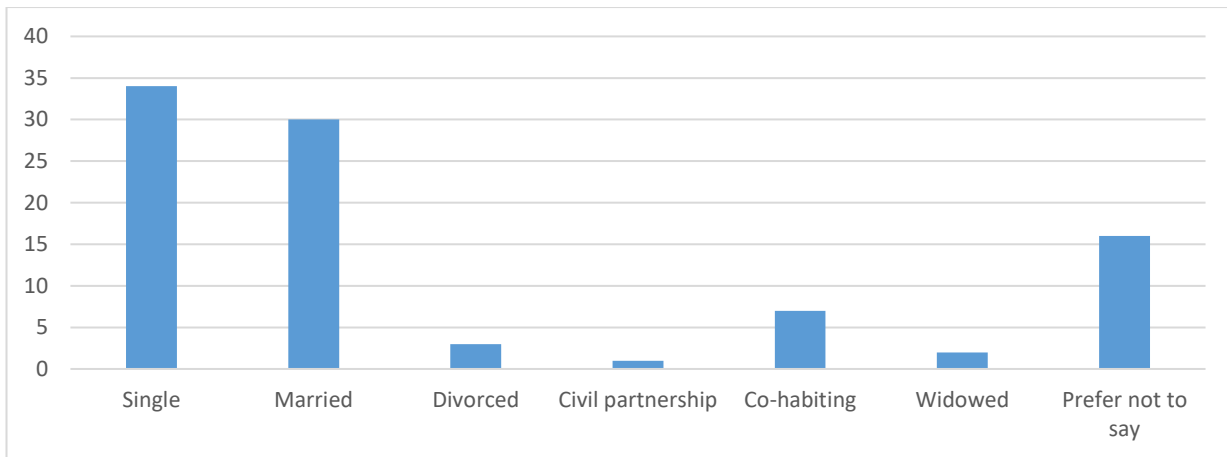
How people described their ethnicity:



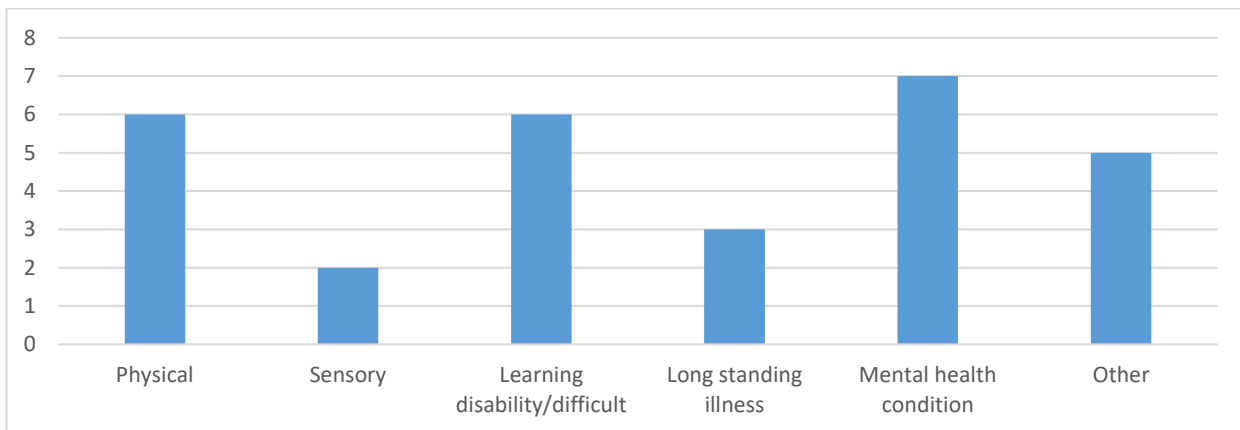
How people described their religion or belief:



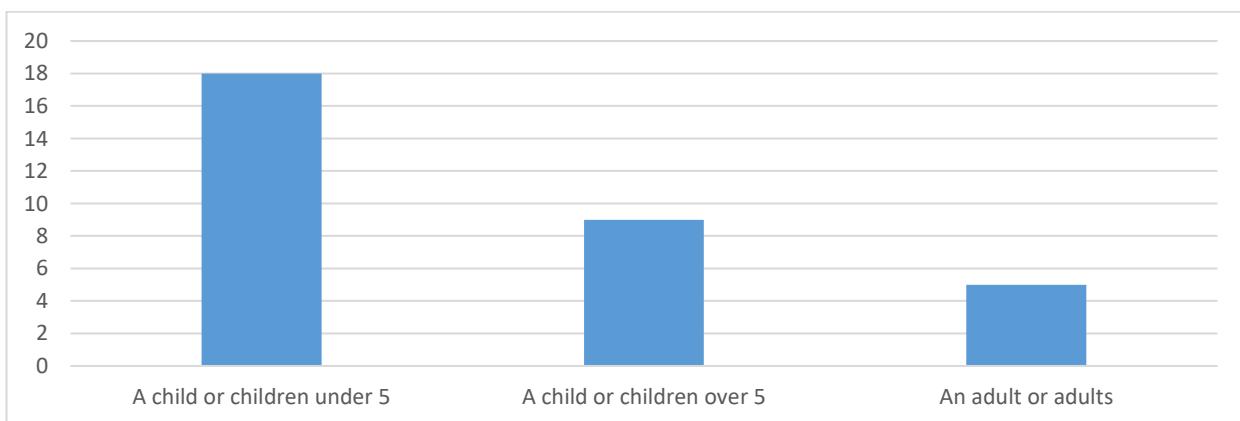
How people described their marital status:



How people described their health condition when they said yes to being disabled (as set out in the equality act 2010):



How people described their caring responsibilities:



How to contact your local Sussex Healthwatch?



0300 012 0122



@healthwatchws
@NHSadvocacy



@healthwatchwestsussex

www.healthwatchwestsussex.co.uk

Billingshurst Centre, Roman Way, Billingshurst, West Sussex, RH14 9QW



Information line

If you need information on health or social care services in the city please call 01273 234040.

Please leave a message if we are unable to take your call.

Alternatively you can email us at info@healthwatchbrightonandhove.co.uk

We endeavour to respond to all messages within 3 working days.

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