

Your feedback on the 111 Service in Somerset

Questions about the 111 Service in Somerset

This survey is for anyone who has used the 111 service in Somerset in the last 3 years. Your feedback will be used to shape and improve the 111 service.

Please note that all feedback is anonymous - we don't need your name and address.

1. How many times have you used the 111 service in the last 3 years?

2. When was the last time you used the 111 service?

- Within the last year
- 1-2 years
- More than 2 years

3. Were you treated with compassion, dignity and respect by the 111 service?

- Yes
- No

4. Who were you calling the 111 service for?

- Yourself
- Someone Else

5. If someone else, are you a carer?

Yes

No

6. Did the 111 service meet your needs?

Yes

No

7. If not which service did resolve your needs:

A&E

Ambulance Service

Minor Injury Unit

Own GP Practice

Out-of-Hours GP by Phone

Out-of-Hours GP Face-to-Face

Pharmacy

Self-care

Other (please specify):

8. How would you rate your experience of using the 111 service?

Very Good

Good

Neither Good Nor Bad

Bad

Very Bad

Variable

9. Please tell us what you liked about the 111 service?

10. Please tell us what you didn't like about the 111 service?

11. In your opinion how could the 111 service be improved?

The following questions help us to make sure we are treating everyone equally, and that we are communicating in ways that work for everyone - please complete these questions as it helps us to improve our service!

12. How would you describe yourself?

- Member of the Public
- Health Professional

13. What area do you live in Somerset?

- Mendip
- Sedgemoor
- South Somerset
- Taunton Deane
- West Somerset

14. How old are you?

- under 18
- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- 86+

15. How would you describe your ethnicity?

- White British
- White Irish

- White European
- White Other
- Black British
- Black African
- Black Caribbean
- Black Other
- Asian British
- Asian Indian
- Asian Pakistani
- Asian Chinese
- Asian Other
- Mixed Heritage
- Other
- Prefer not to say