

## NHS 111 Study

This questionnaire asks you about your views and experiences of working as part of NHS 111.

**All information you give will be treated confidentially and will only be seen by the researchers. Your individual responses will not be shown to anyone at your organisation.**

Please read the enclosed leaflet which explains the research in more detail and how we will keep your responses confidential. It is up to you to decide whether or not to take part.

### Instructions For Completing the Questionnaire

Please take your time and answer the questions as accurately as possible.

This questionnaire should take about 15 minutes to complete. When you have completed the questionnaire, please put your questionnaire form in the envelope provided. The questionnaire can either be:

1. posted directly to Alison Rowsell, in the FREEPOST envelope provided (Faculty of Health Sciences, Building 67, University of Southampton, Highfield, Southampton, SO17 1BJ )

or alternatively,

2. complete the survey online at <https://www.isurvey.soton.ac.uk/...>

Thank you for your time

## Some questions about you

### 1a. If you work for a 111 call answering service, please indicate your main role in that organisation

- |   |  |  |
|---|--|--|
| Call handler <input type="checkbox"/> 1       | Call handler manager/supervisor <input type="checkbox"/> 2 | Senior Manager <input type="checkbox"/> 3              |
| Nurse <input type="checkbox"/> 4              | Paramedic <input type="checkbox"/> 5                       | Emergency Care Practitioner <input type="checkbox"/> 6 |
| Nurse Practitioner <input type="checkbox"/> 7 | GP <input type="checkbox"/> 8                              | Other <input type="checkbox"/> 9                       |

If other, please specify .....

**OR**

### 1b. If you work for a 111 health service provider please indicate your main role in that organisation

- |  |  |   |
|--|--|---|
| Service Manager <input type="checkbox"/> 1 | Health care assistant <input type="checkbox"/> 2       | Nurse <input type="checkbox"/> 3              |
| Paramedic <input type="checkbox"/> 4       | Emergency Care Practitioner <input type="checkbox"/> 5 | Nurse practitioner <input type="checkbox"/> 6 |
| GP <input type="checkbox"/> 7              | Other <input type="checkbox"/> 8                       |   |

If other, please specify .....

### 2. How long have you worked for your organisation?

Years  Months

### 3. How long have you used NHS Pathways – the computer system used to support 111 calls? (Please go to question 4 if this question is not applicable)

Years  Months

## About NHS 111

Please rate how you feel about the system by circling a number for each statement

|   | <b>Strongly Disagree</b> | <b>Disagree</b> | <b>Not agree or disagree</b> | <b>Agree</b> | <b>Strongly Agree</b> |
|---|--------------------------|-----------------|------------------------------|--------------|-----------------------|
| 4. NHS 111 enables patients to access urgent care services easily                         | 1                        | 2               | 3                            | 4            | 5                     |
| 5. NHS 111 ensures that patients reach the 'right service' for their problem              | 1                        | 2               | 3                            | 4            | 5                     |
| 6. NHS 111 ensures that patients receive the care they need within the correct time frame | 1                        | 2               | 3                            | 4            | 5                     |
| 7. NHS 111 effectively manages demand for urgent care services                            | 1                        | 2               | 3                            | 4            | 5                     |
| 8. NHS 111 is a cost-effective way of assessing and managing patients                     | 1                        | 2               | 3                            | 4            | 5                     |
| 9. NHS 111 is a better way of administering urgent care services than previous systems    | 1                        | 2               | 3                            | 4            | 5                     |
| 10. NHS 111 is a valuable addition to the NHS   | 1                        | 2               | 3                            | 4            | 5                     |
| 11. NHS 111 is designed to act in the best interests of patients                          | 1                        | 2               | 3                            | 4            | 5                     |
| 12. NHS 111 is designed to act in the best interests of health service providers          | 1                        | 2               | 3                            | 4            | 5                     |

## Information transfer and communication

Please rate how you feel by a number for each statement

|  | Strongly Disagree | Disagree | Not agree or disagree | Agree | Strongly Agree |
|--|-------------------|----------|-----------------------|-------|----------------|
| 13. The information in the Directory of Services (used by call handlers to direct callers to services) is accurate         | 1                 | 2        | 3                     | 4     | 5              |
| 14. The Directory of Services is 'up-to-date'  | 1                 | 2        | 3                     | 4     | 5              |
| 15. The NHS Pathways 'Call Summary' about the patient is useful for health professionals                                   | 1                 | 2        | 3                     | 4     | 5              |
| 16. NHS 111 Technology (e.g. NHS Pathways, appointment booking systems) works reliably                                     | 1                 | 2        | 3                     | 4     | 5              |
| 17. The technologies used in NHS 111 connect together well (i.e. allow information to flow between them)                   | 1                 | 2        | 3                     | 4     | 5              |
| 18. It is easy to make contact with other parts of the NHS 111 service if I need to  | 1                 | 2        | 3                     | 4     | 5              |
| 19. Communicating with other local NHS 111 services is often necessary to ensure the patient receives the appropriate care | 1                 | 2        | 3                     | 4     | 5              |
| 20. Communicating with other local NHS 111 services is very time consuming   | 1                 | 2        | 3                     | 4     | 5              |
| 21. Communication with other staff at local NHS 111 services is supportive of each other's work                            | 1                 | 2        | 3                     | 4     | 5              |

## Trust in NHS Pathways

|  | Strongly Disagree | Disagree | Not agree or disagree | Agree | Strongly Agree |
|--|-------------------|----------|-----------------------|-------|----------------|
| 22. NHS Pathways reaches safe call dispositions  | 1                 | 2        | 3                     | 4     | 5              |
| 23. NHS Pathways reaches dispositions that are clinically correct  | 1                 | 2        | 3                     | 4     | 5              |
| 24. NHS Pathways is effective in assessing urgent care calls (e.g. 'out of hours', non-emergency)                          | 1                 | 2        | 3                     | 4     | 5              |
| 25. NHS Pathways is effective in assessing emergency (999) calls   | 1                 | 2        | 3                     | 4     | 5              |
| 26. NHS Pathways is effective in directing patients to the appropriate service   | 1                 | 2        | 3                     | 4     | 5              |
| 27. NHS Pathways is able to deal with a wide range of call scenarios   | 1                 | 2        | 3                     | 4     | 5              |
| 28. NHS pathway dispositions are fair towards patients   | 1                 | 2        | 3                     | 4     | 5              |
| 29. Monitoring and auditing of call-handling performance ensures that call assessment using NHS Pathways is safe           | 1                 | 2        | 3                     | 4     | 5              |
| 30. Clinical advisors to support call-handlers in call-handling centres is necessary for the effective delivery of NHS 111 | 1                 | 2        | 3                     | 4     | 5              |
| 31. I think it is safe for non-clinical call-handlers to assess calls supported by NHS Pathways                            | 1                 | 2        | 3                     | 4     | 5              |

If there are any other comments you would like to make about NHS 111, please do so:

Please return your completed questionnaire either by posting directly to Alison Rowsell using the prepaid envelope provided, or by placing the questionnaire in the sealed envelope and handing to your manager.

**Thank you very much for completing this questionnaire. We greatly value both your responses and the time you have taken to give them.**