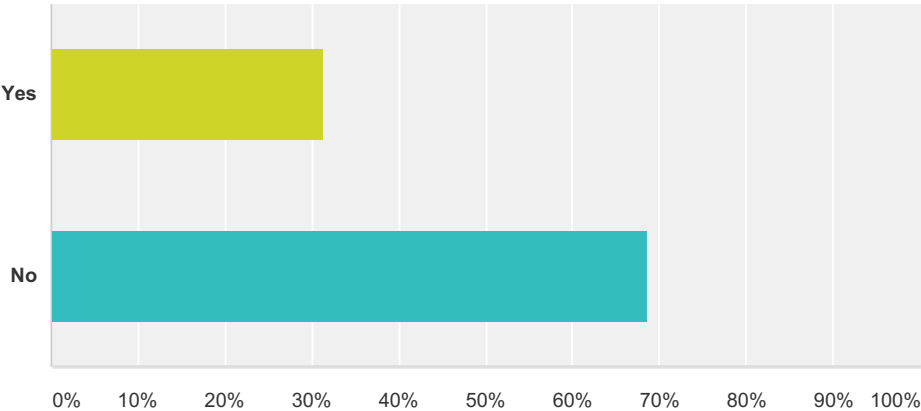


Q1 Have you used NHS111 or accessed GP Out of hours service in the last year?

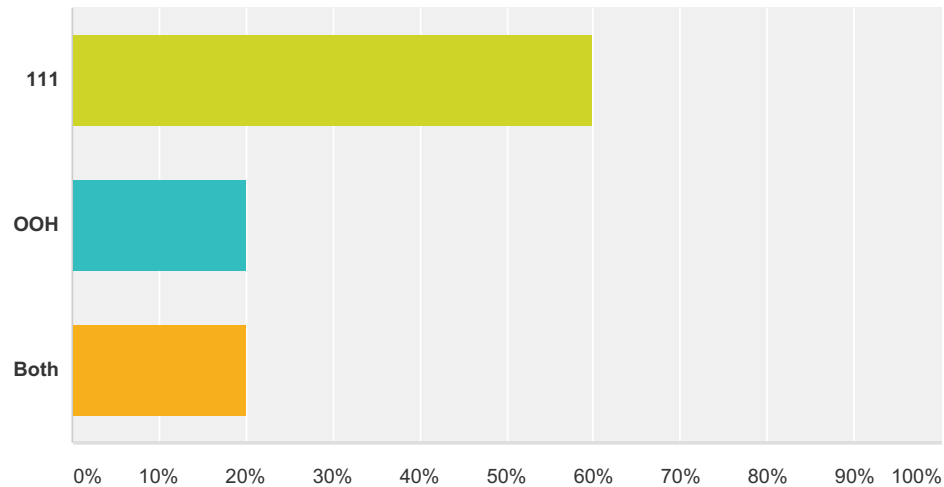
Answered: 32 Skipped: 5



Answer Choices	Responses	
Yes	31.25%	10
No	68.75%	22
Total		32

Q2 If yes, which service:

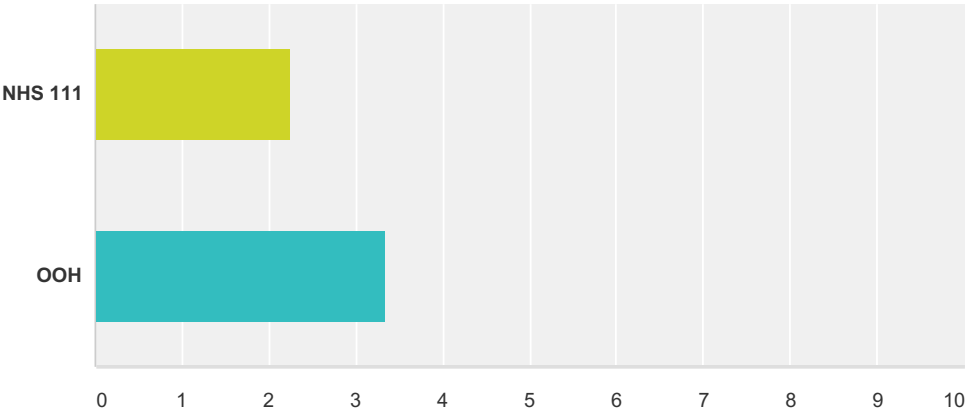
Answered: 10 Skipped: 27



Answer Choices	Responses	
111	60.00%	6
OOH	20.00%	2
Both	20.00%	2
Total		10

Q3 How would you rate your experience of nhs11 and OOH overall

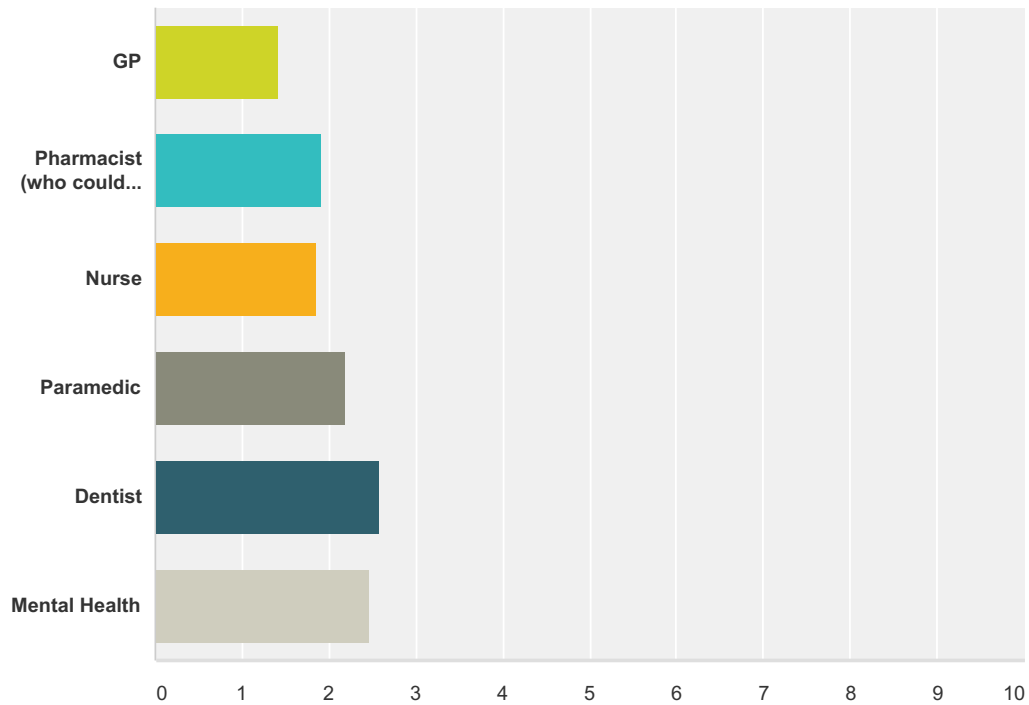
Answered: 9 Skipped: 28



	1. Poor	2. Fair	3. Good	4. Very Good	5. Excellent	Total	Weighted Average
NHS 111	37.50% 3	37.50% 3	0.00% 0	12.50% 1	12.50% 1	8	2.25
OOH	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3	3.33

## Q4 When you call 111, How important would it be to you to be able to talk to following healthcare professionals?

Answered: 28 Skipped: 9



	1. Unimportant	2. Of Little Importance	3. Moderately Important	4. Important	5. Very Important	Total	Weighted Average
GP	0.00% 0	0.00% 0	7.69% 2	26.92% 7	65.38% 17	26	1.42
Pharmacist (who could provide a prescription)	3.85% 1	0.00% 0	19.23% 5	38.46% 10	38.46% 10	26	1.92
Nurse	3.70% 1	0.00% 0	18.52% 5	33.33% 9	44.44% 12	27	1.85
Paramedic	8.00% 2	0.00% 0	36.00% 9	16.00% 4	40.00% 10	25	2.20
Dentist	3.85% 1	19.23% 5	34.62% 9	15.38% 4	26.92% 7	26	2.58
Mental Health	15.38% 4	11.54% 3	15.38% 4	19.23% 5	38.46% 10	26	2.46

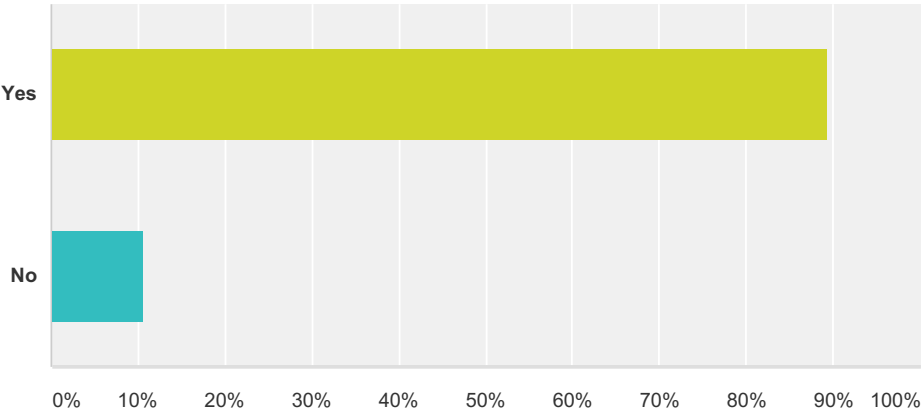
## Q5 Is there anyone else you would like to be able to talk to – please specify

Answered: 10 Skipped: 27

#	Responses	Date
1	NO	2/28/2015 10:17 AM
2	A & E	2/27/2015 10:41 AM
3	first person to speak to should be someone with medical training of some kind	2/25/2015 6:43 AM
4	Palliative Care specialist	2/25/2015 5:41 AM
5	Friend, peer	2/23/2015 7:15 AM
6	I would not want to talk to anyone who was not a qualified member of one of the professions listed above.	2/22/2015 10:22 AM
7	no	2/22/2015 2:27 AM
8	no	2/20/2015 1:06 PM
9	Dementia professional	2/20/2015 11:43 AM
10	No.	2/20/2015 5:39 AM

Q6 Would you like the 111 or OOH service to be able to book an appointment at your GP practice the following day if it was thought necessary?

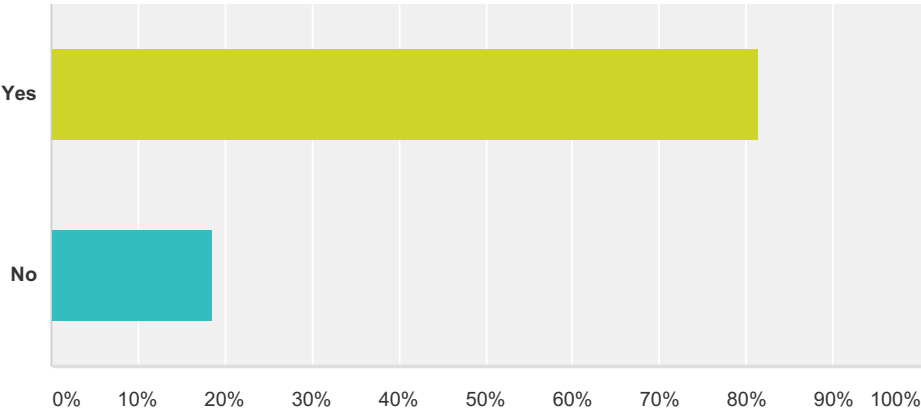
Answered: 28 Skipped: 9



Answer Choices	Responses	
Yes	89.29%	25
No	10.71%	3
Total		28

**Q7 We would like to be able to share medical records between nhs111/oohs and other healthcare services. We would have very strict safeguards in place to ensure this important data of yours remains completely confidential. Do you think this is a good idea?**

Answered: 27   Skipped: 10

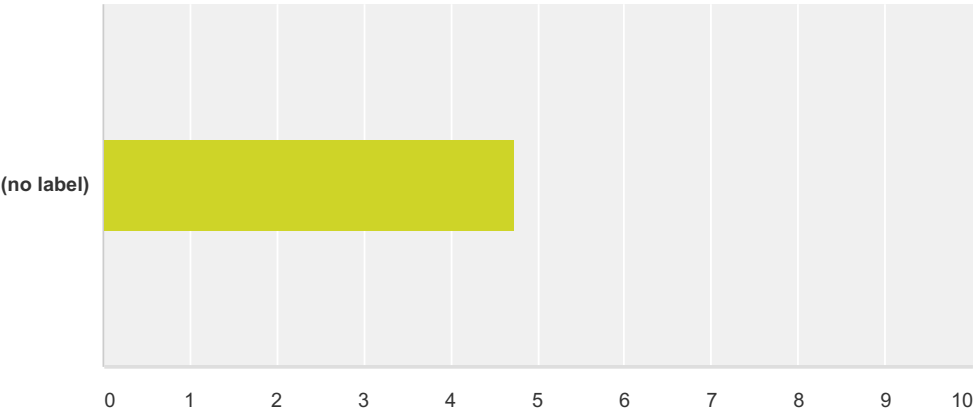


Answer Choices	Responses	
Yes	81.48%	22
No	18.52%	5
Total		27

#	If yes (please specify)	Date
	There are no responses.	

Q8 We want our OOH GPs to have a good understanding of what local service are available in Islington when your GP is closed. How important is this issue to you?

Answered: 27 Skipped: 10



	1. Unimportant	2. Of Little Importance	3. Moderately Important	4. Important	5. Very Important	Total	Weighted Average
(no label)	0.00% 0	0.00% 0	7.41% 2	11.11% 3	81.48% 22	27	4.74



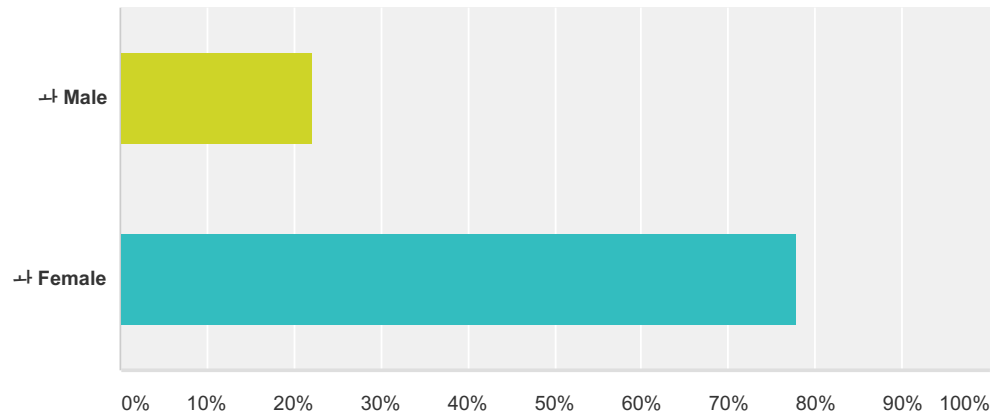
## Q9 Is there anything else you would like us to consider?

Answered: 12 Skipped: 25

#	Responses	Date
1	I and my family are completely against the OOH/111 contract being offered, let alone awarded, to any provider from the private sector apart from a not-for-profit grouping of local/area GPs.	3/2/2015 2:02 PM
2	I would not want info shared as nervous of being sold to private companies	2/28/2015 10:17 AM
3	On the occasions I have phoned 111 I have been advised to go to A & E and it was totally unnecessary which is why I think it would be good to be able to talk to them directly.	2/27/2015 10:41 AM
4	I have been very pleased with the appointments which have been made at St Pancras Hospital at the weekends - when my 2-year-old grand daughter has been ill.	2/26/2015 6:10 PM
5	I have no idea what is behind what you are asking in question 6. If the GPs didn't understand, what would it mean about the service provided? In question 5. you need to indicate what info sharing is counterbalanced against, otherwise you have simply asked a loaded question and everyone will say 'yes'.	2/26/2015 4:50 AM
6	A much faster response Out of hours home visits Access to palliative care services	2/25/2015 5:41 AM
7	Question 4 is difficult to answer as it would entirely depend upon the problem. Although I have said 'important' to speak to a GP, I would not expect to speak to one every time, but to have the option to speak to one in an emergency, after talking to other people, would greatly improve the service.	2/24/2015 3:31 AM
8	Blanks are deliberate. Ticks are based on current illness. Used Barnet services for dying partner. A motorbike medic was useful for breathing difficulties. Don't know if one can access OOH 111 from Smart Phone?	2/23/2015 7:15 AM
9	Everyone knows NHS 111 has resulted in overloading of A&E departments and district nurses out of hours. Whatever precise group of people run the proposed service, they have to be competent to give better advice than NHS 111 -- if not, the same thing will happen all over again.	2/22/2015 10:22 AM
10	no	2/22/2015 2:27 AM
11	Healthcare should be made more available if patients cannot access their Go surgery. Patients should be able to talk to a healthcare professional anytime without having to go to A&E WHICH SHOULD BE LEFT INLY FIR EMERGENCIES.	2/20/2015 6:01 AM
12	No.	2/20/2015 5:39 AM

Q10 Are you male or female?

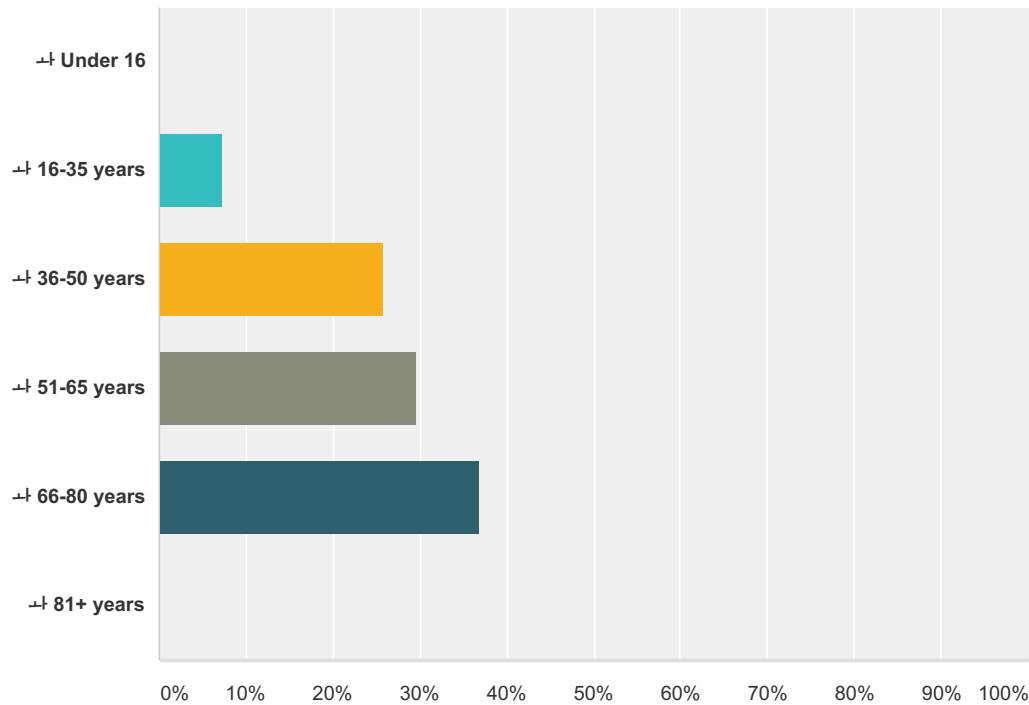
Answered: 27 Skipped: 10



Answer Choices	Responses	
Male	22.22%	6
Female	77.78%	21
Total		27

Q11 Please select your age

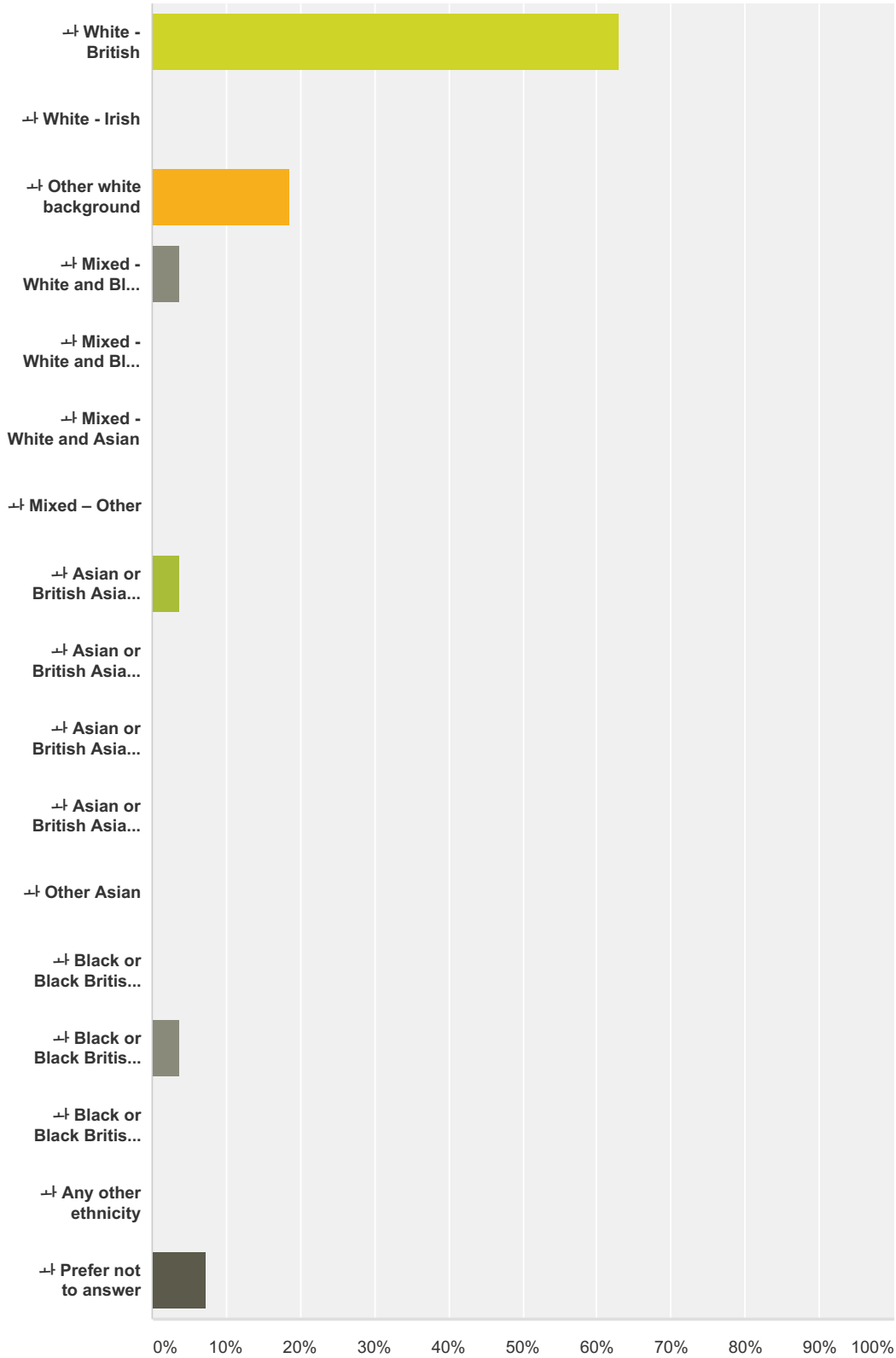
Answered: 27 Skipped: 10



Answer Choices	Responses
Under 16	0.00%0
16-35 years	7.41%2
36-50 years	25.93%7
51-65 years	29.63%8
66-80 years	37.04%10
81+ years	0.00%0
Total	27

Q12 To which of these ethnic groups would you say you belong to?

Answered: 27 Skipped: 10

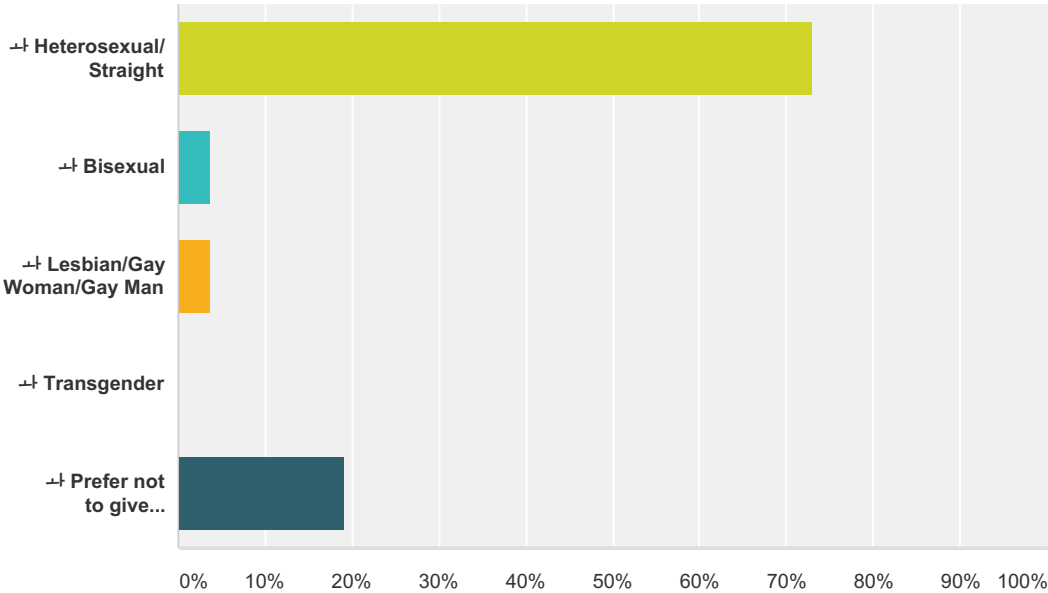


## NHS 111/Out of Hours (OOH) service

Answer Choices	Responses	
→ White - British	62.96%	17
→ White - Irish	0.00%	0
→ Other white background	18.52%	5
→ Mixed - White and Black Caribbean	3.70%	1
→ Mixed - White and Black African	0.00%	0
→ Mixed - White and Asian	0.00%	0
→ Mixed – Other	0.00%	0
→ Asian or British Asian - Indian	3.70%	1
→ Asian or British Asian - Pakistani	0.00%	0
→ Asian or British Asian - Bangladeshi	0.00%	0
→ Asian or British Asian - Chinese	0.00%	0
→ Other Asian	0.00%	0
→ Black or Black British - Black African	0.00%	0
→ Black or Black British - Black Caribbean	3.70%	1
→ Black or Black British - other	0.00%	0
→ Any other ethnicity	0.00%	0
→ Prefer not to answer	7.41%	2
<b>Total</b>		<b>27</b>

Q13 What would you say is your sexual orientation?

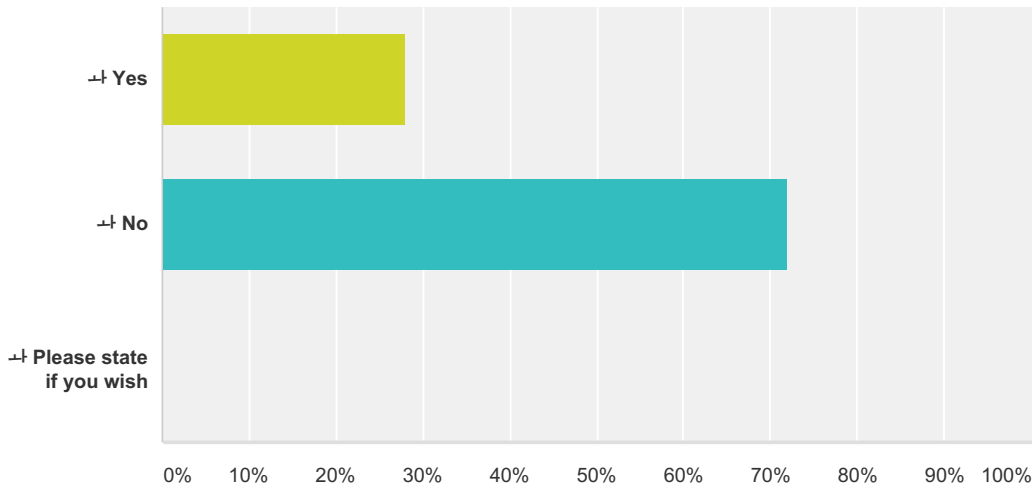
Answered: 26 Skipped: 11



Answer Choices	Responses	
→ Heterosexual/Straight	73.08%	19
→ Bisexual	3.85%	1
→ Lesbian/Gay Woman/Gay Man	3.85%	1
→ Transgender	0.00%	0
→ Prefer not to give sexuality	19.23%	5
Total		26

Q14 Do you or any of your family (in your household) have a disability?

Answered: 25 Skipped: 12



Answer Choices	Responses	
Yes	28.00%	7
No	72.00%	18
Please state if you wish	0.00%	0
Total		25