



# Experiences of urgent medical care in Shropshire

## Survey Report

Engagement period:  
March - April 2021

Publication date:  
18 May 2021

## Contents

### Page

3	About Healthwatch
4	The context
4	What we did
5	The people we heard from
5	What people told us
5	First Point of contact for urgent care
7	Those who contacted NHS 111
7	Experience of Booked Appointments
9	Experience of NHS 111 from patients recommended to attend/speak to another service.
10	Experience of NHS 111 from patients where an ambulance was called.
11	Experience of NHS 111 from patients who described the outcome as 'Other'
11	The carer's experience
12	Overall satisfaction with contacting NHS 111
13	Those who contacted their GP
13	Those who went straight to A&E
13	Those who went straight to a minor injuries clinic
14	Those who called 999
14	Awareness of NHS 111 First
15	Intention to use NHS 111 First in the future
17	Experience of being treated
19	Key Findings
20	Shropshire, Telford & Wrekin Clinical Commissioning Group response
21	<i>Acknowledgement</i>
21	<i>Get in Touch</i>
22	Appendix A - Demographic information
26	Appendix B -Please tell us a little more about your experience. What went well? What could be improved?

# About Healthwatch Shropshire



**Healthwatch Shropshire is the independent health and social care champion for local people**

We work to make your voice count when it comes to shaping and improving services. We use a variety of methods to find out what people like about services, and what could be improved and we share these views with those with the power to make change happen. Our reports go to:

- the organisations who provide services
- the commissioners who pay for services (e.g. Shropshire, Telford & Wrekin Clinical Commissioning Group, Shropshire Council)
- service regulators (the Care Quality Commission, NHS England)
- our national body Healthwatch England to let them know how local services are working in Shropshire



We are not experts in health and social care and surveys are just one of the methods we use to put a spotlight on services and ask people to share their views with us. Usually our surveys are publicised and promoted through our engagement activities (e.g. talks and stands at events) as well as through online publicity and local press releases. Due to the pandemic we were unable to use face to face engagement for this topic.

## **Please note**

Our survey was time limited but we continue to want to hear from people who are willing to share their experiences with us and we will share them with the providers, commissioners and regulators.

## The context

Since July 2020, NHS England and NHS Improvement (NHSEI) has been piloting an NHS First service to encourage patients to call NHS 111 for an assessment of how urgent their condition is (triage) before attending accident and emergency (A&E) services. NHS 111 First is aligned to the five-year forward view for NHS Urgent and Emergency Care<sup>1</sup> and is now being rolled out across the NHS in England and NHS 111 providers.



If anyone has an urgent, but not life-threatening health problem the public are encouraged to call NHS 111 to be directed to the correct service, whether that is an Emergency Department (Accident & Emergency), their GP, or self-care. Callers to NHS 111 can now receive time slots at local Emergency Departments (EDs) or other Urgent Treatment Centres (sited at Royal Shrewsbury Hospital and Princess Royal Hospital), as well as receive time slots with GPs or out of hours GP services. The new service aims to reduce waiting times at EDs and limit the number of people in waiting rooms, to prevent the spread of COVID-19.

Initial findings in national research are showing that many people do not know that NHS 111 First could book them into the different services they may need.

Healthwatch Shropshire wanted to gather the views and experiences from people who have used NHS 111 to understand how they were helped to access services.

---

<sup>1</sup> <https://www.england.nhs.uk/five-year-forward-view/next-steps-on-the-nhs-five-year-forward-view/urgent-and-emergency-care/>

## What we did

During March and April 2021 we asked people to describe experiences of seeking urgent medical care after 1 December 2020.

The call for feedback was publicised through our email newsletter, social media channels and through a press release to the local media outlets. We shared details of the survey with our contacts across the local health and care system, including GP practices, hospitals, pharmacies and local councils and community groups. We worked with contacts within Shropshire, Telford & Wrekin Clinical Commissioning Group to publicise the survey within the local Emergency Departments. Due to Covid-19 restrictions we were unable to use face to face contact to encourage people to share their experiences.



Healthwatch Telford and Wrekin ran a parallel survey aimed at the residents of Telford & Wrekin Council area. Their report will be available here <https://www.healthwatchtelfordandwrekin.co.uk/>

---

## The people we heard from

We heard from 70 people.

One person commented that the survey “does not cover future users’ concerns” and offered no further information about experiences so does not appear in the analysis.

Who are you completing this survey for?	No.	%
Myself	49	71%
Someone else	20	29%
<b>Total</b>	<b>69</b>	<b>100%</b>

A full demographic breakdown is available in Appendix A

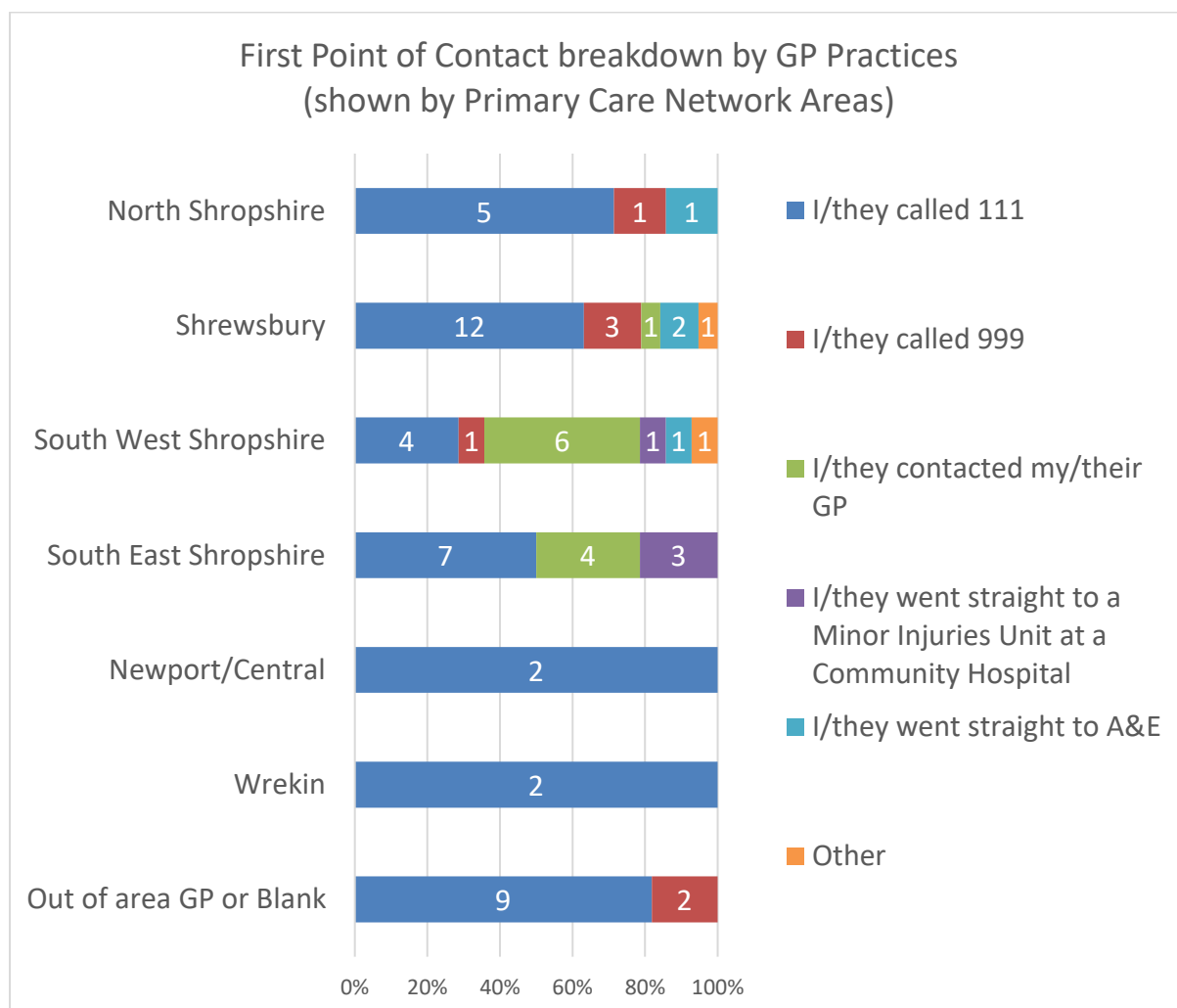
---

## What people told us

## First Point of contact

What was the first NHS service you/they contacted in relation to this urgent medical problem?	No.	%
Called 111	41	59%
Called 999	7	10%
Contacted GP e.g. calling, using an online booking service, or visiting in person	11	16%
Went straight to a Minor Injuries Unit at a Community Hospital	4	6%
Went straight to A&E	4	6%
Other*	2	3%
<b>Total</b>	<b>69</b>	<b>100%</b>

\*One of these people contacted NHS 111 online and the other rang the A&E department to seek advice.



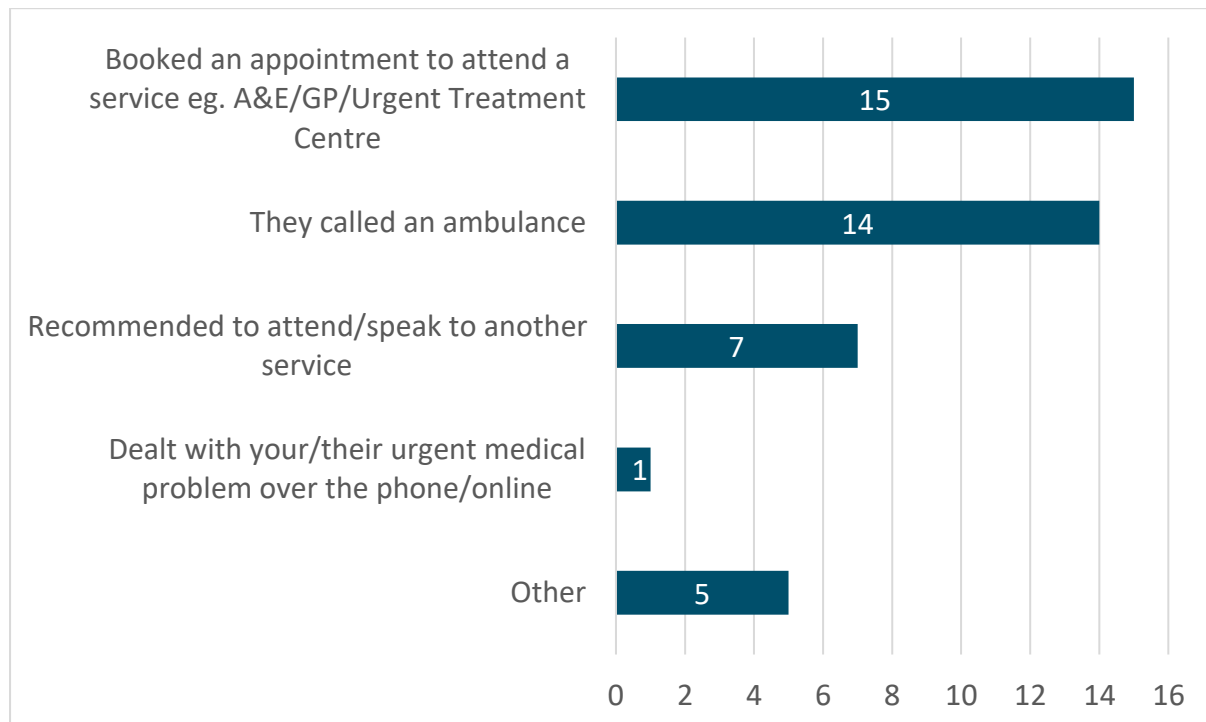
The proportion of people whose first point of contact was NHS 111 varied between 29% in the South West Shropshire Primary Care Network (PCN)<sup>2</sup> and 71% in the North Shropshire PCN. (excluding PCNs where we heard from less than 5 people)

## Those who contacted NHS 111

Forty-one people contacted NHS 111 initially and 1 person was advised to contact them by their GP.



### What was the outcome of your/their contact with NHS 111?

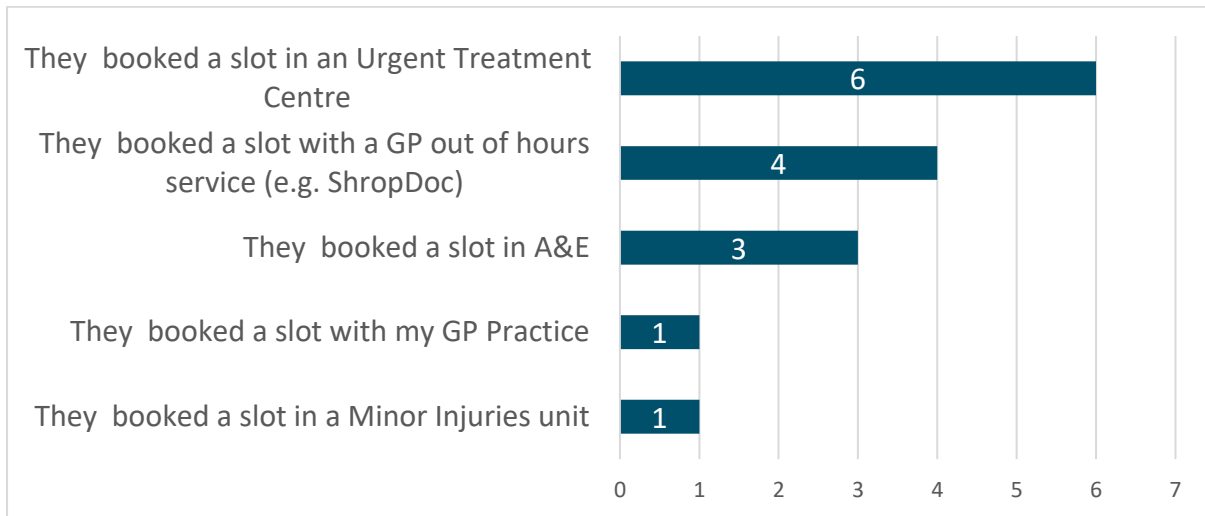


### *Experience of Booked Appointments*

15 patients (36%) were booked into appointments with other services

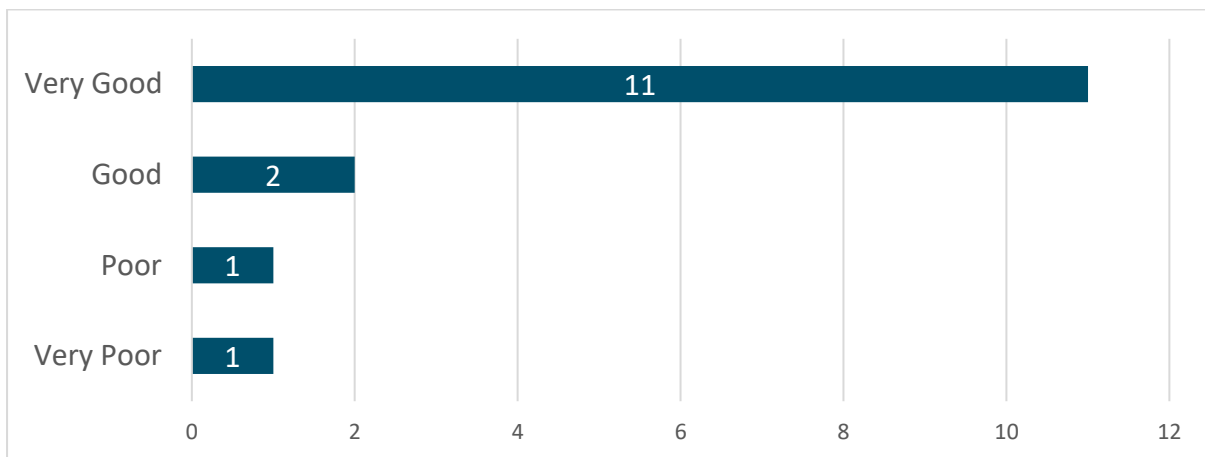
---

<sup>2</sup> A breakdown of respondents GP practice is included in Appendix A, a list of practices in each of the Shropshire, Telford & Wrekin PCNs can be found here; [Shropshire, Telford and Wrekin PCNs - Shropshire CCG](#)



All 15 patients who were booked into an appointment attended the appointment and received face to face treatment.

***Satisfaction with the booking process***

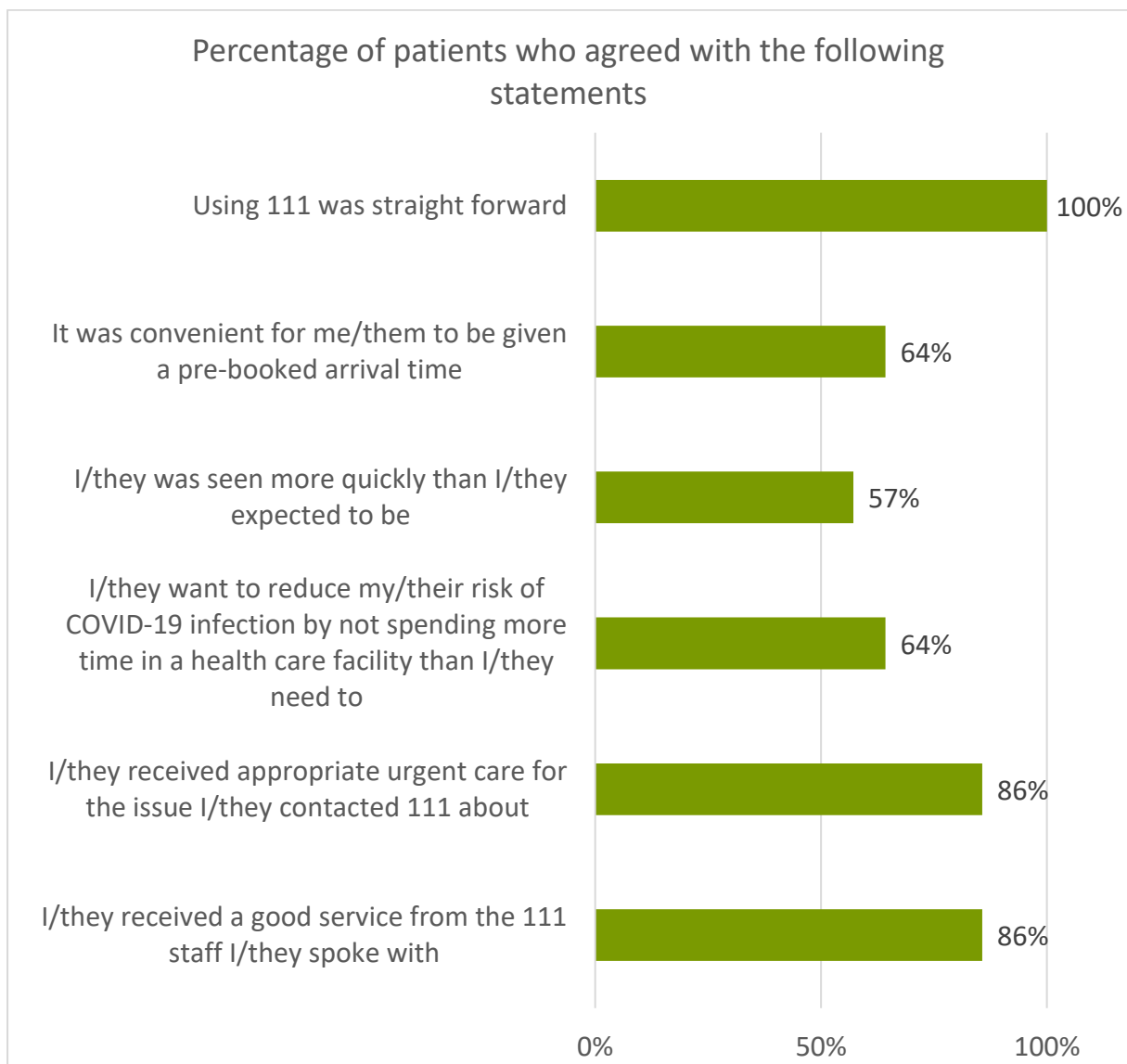


14 out of 15 patients told us they would use the system of contacting NHS 111 first again if a booked appointment could be made for them.

- “Not many patients in A and E when we arrived, but it got busy later on. Didn't realise it was a booked appointment - just thought it was advice being given to "Get to A and E in the next hour". Make this clear!”



We asked them if they agreed with a number of statements.

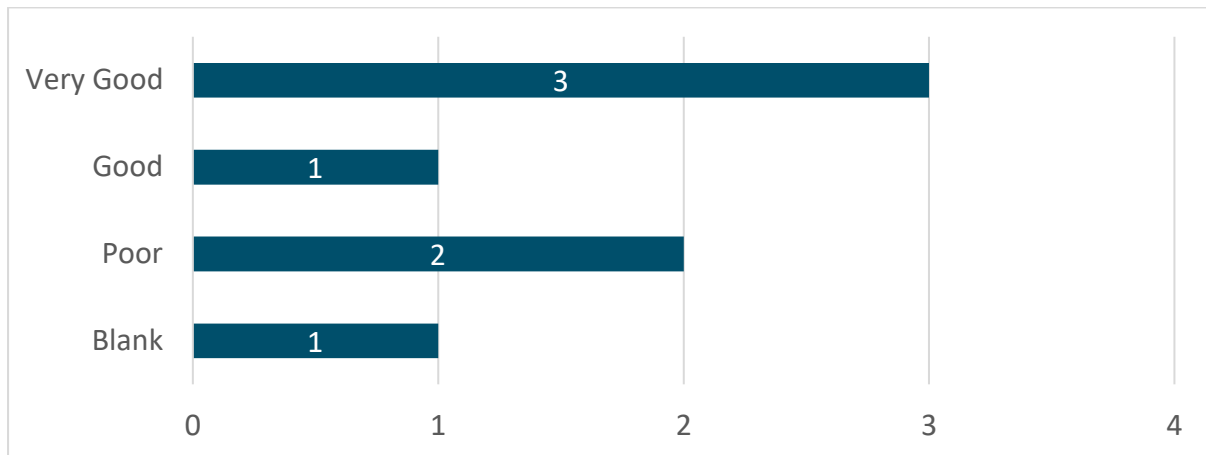


The one person who told us that they would not contact NHS 111 again to book an appointment felt that using 111 was complicated - going directly to another service is easier and they received inappropriate urgent care for the issue they contacted 111 about.

**Experience of NHS 111 from patients who were recommended to attend/speak to another service.**

Seven patients were recommended to attend/speak to another service. Three to attend the Emergency Department (A&E), 2 to attend the Urgent Treatment Centre, 1 their GP and 1 was put through to ShropDoc.

*Rating of NHS 111 by those who were recommended to attend/speak to another service*



Of the 4 patients who rated their experience of contacting NHS 111 as ‘Very Good’ or ‘Good’ 3 told us that:

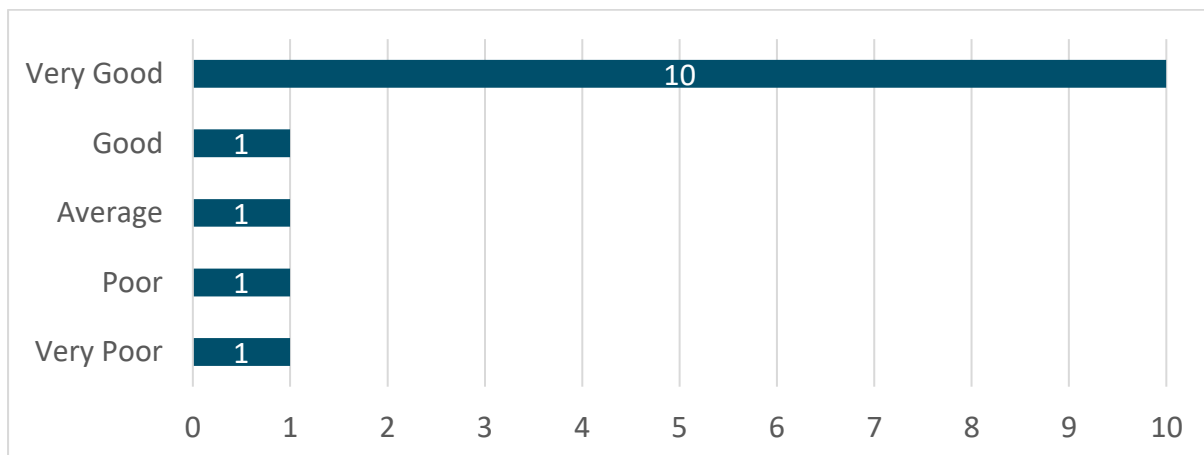
- Using 111 was straight forward
- They received a good service from the 111 staff they spoke with
- They received appropriate urgent care for the issue they contacted 111 about

Two patients rated their experience as poor, one of these told us that:

- Using 111 was complicated - going directly to a service is easier
- It took too long for someone to call me back from 111
- If they go directly to a service next time they will still get the same urgent care

**Experience of NHS 111 from patients where an ambulance was called.**

In 14 cases an ambulance was called. These patients were asked about their experience of calling NHS 111:



### Experience of NHS 111 from patients who described the outcome as 'Other'

Five people described the outcome of their call with NHS 111 as 'other', 4 described what happened:

- “They said it was nothing serious but we didn't believe them, so went to A&E anyway!”
- “Didn't really give any advice or help. Total waste of time”
- “Went to ShropDoc”
- “I received a message saying 111 were very busy and to use their website.”

All 5 rated their experience as 'Very Poor'.

### The Carers Experience.

We wanted to know if there were any obstacles to carers being able to discuss the issues and needs of the person for whom they were caring with NHS 111. We sought to find out if there were issues around:



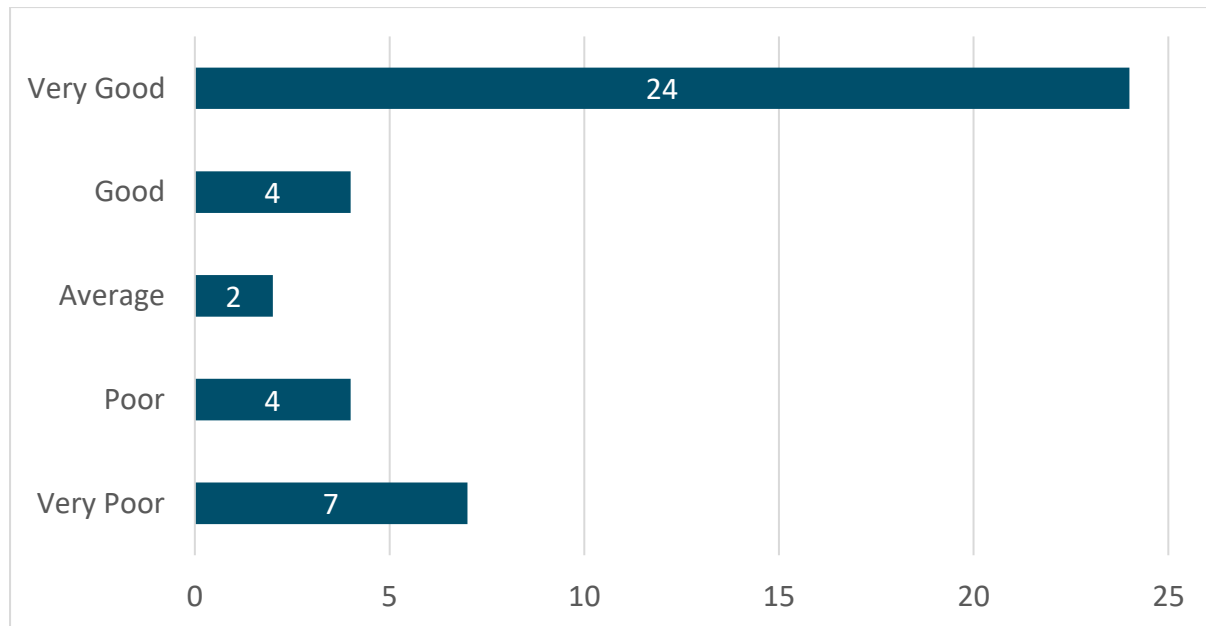
- Being with the patient at the time of the call
- The patient's permission for the carer to speak on their behalf being already recorded on the patient's summary notes
- Having to explain that they had the patient's permission

Eleven people told us that had contacted NHS 111 on behalf of somebody they cared for. Ten out of the 11 carers reported that they were able to discuss the patient's needs with the NHS 111 health advisor. Of these 10 carers, 4 reported that the patient's permission for them to discuss the patient's health needs was recorded on the patient's summary notes, 4 that it wasn't and 2 didn't know.

Only 2 people were not with the patient at the time of the call, 1 person was able to discuss the patients' needs and 1 reported that they were not.

- “They refused to speak to me and wanted to speak directly to the patient. They seemed fixated on repeating questions to a patient who was poorly, hard of hearing and quite frankly didn't need the 101 questions.”

### Overall satisfaction with contacting NHS 111



69% of patients who contacted NHS 111 rated their experience as 'Very Good' or 'Good'.

- “111 advisor was brilliant in reassuring me and transferring my call details to GP (it was Bank Holiday). GP was open the next day and phoned me back then asked me to come in for an examination. I was referred to RSH that day for surgery. At all stages of the process I received excellent care and I am grateful to you all. This was my first time of calling 111.”
- “It was excellent I was admitted immediately and treated, was a gall bladder issue and [later] this year my gall bladder was removed at the Nuffield, I am more than satisfied with all the help I received they were excellent all the way through”
- “It all went well, better than I had expected as I had previous experience of 111 that was not satisfactory. I would have phoned the GP but my issue occurred on a Sunday. Without being driven to the different hospitals I would not have been able to go from my home to hospital (30mins away) in

Bridgnorth and then to Shrewsbury so this might be an issue for anyone alone or without transport.”

Eight of the 11 patients who rated their experience as ‘Poor’ or ‘Very Poor’ provided further details:

- Four didn’t feel the advice they were given was correct.
- Two raised difficulties in getting through in a timely manner.
- Two were dissatisfied with the subsequent treatment
- One felt that there were too many questions during the call which could be left to the clinician’s examination.

Two people who rated their NHS 111 experience as ‘Very Good’ or ‘Good’ also remarked on the length of the process of calling 111:

- “The service I eventually received in hospital was good but the lead up to it via 111 was too slow, especially for someone already in pain that needed to be got to hospital as quickly as possible. I think in such cases there is too much detailed questioning from 111 that could be avoided in order to save time and left to the clinician's examination once the patient is admitted to hospital”

## Those who contacted their GP

Eleven people contacted their GP, 8 out of the 11 were either seen at the surgery, received a call back or a home visit. One person reported still waiting after 12 hours for a call back. One person was advised to contact 111 and one to contact emergency or urgent care.



## Those who went straight to A&E

Four people went straight to A&E. Two people because it was too urgent to contact NHS 111. Two people because it was more convenient, one of these also reported a previous negative experience of contacting NHS 111.



## Those who went straight to a minor injuries clinic

Four patients went straight to a Minor Injuries Clinic, 3 were treated there and 1 transferred to Princess Royal Hospital. All rated their experience as 'Very Good'.



## Those who called 999

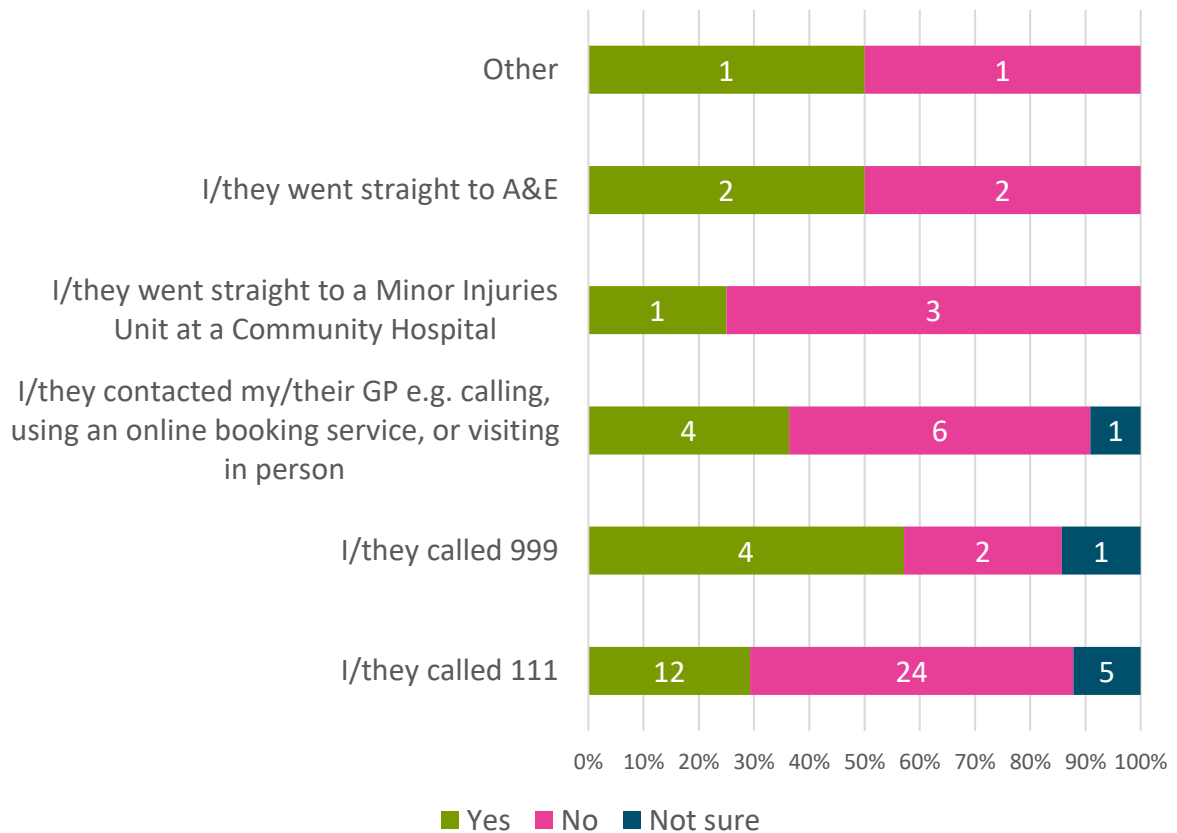
Seven people called 999, 6 of these were taken to hospital and 1 was treated by paramedics at their home. Five people rated the treatment they received as 'Very Good' or 'Good', 1 as 'Average' and 1 was not sure.



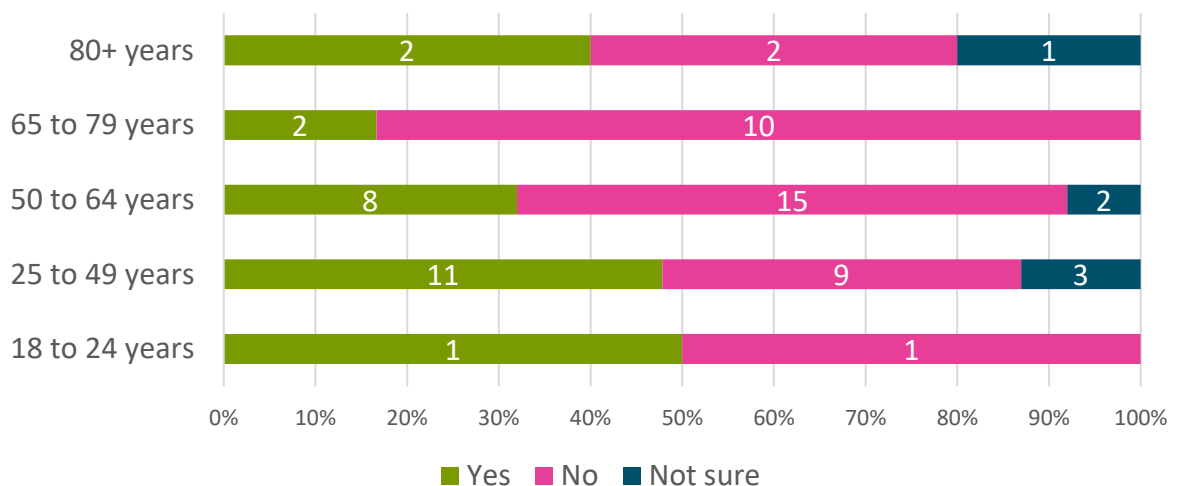
## Awareness of NHS 111 First

**Did you/they know 111 could book same day appointments with services such as GP, A&E and Urgent Treatment Centres?**

Breakdown by first point of contact



Breakdown by age group



Overall 24 (35%) of people told us they were aware that 111 could book same day appointments with services, 38 (55%) were not aware and 7 (10%) were unsure.

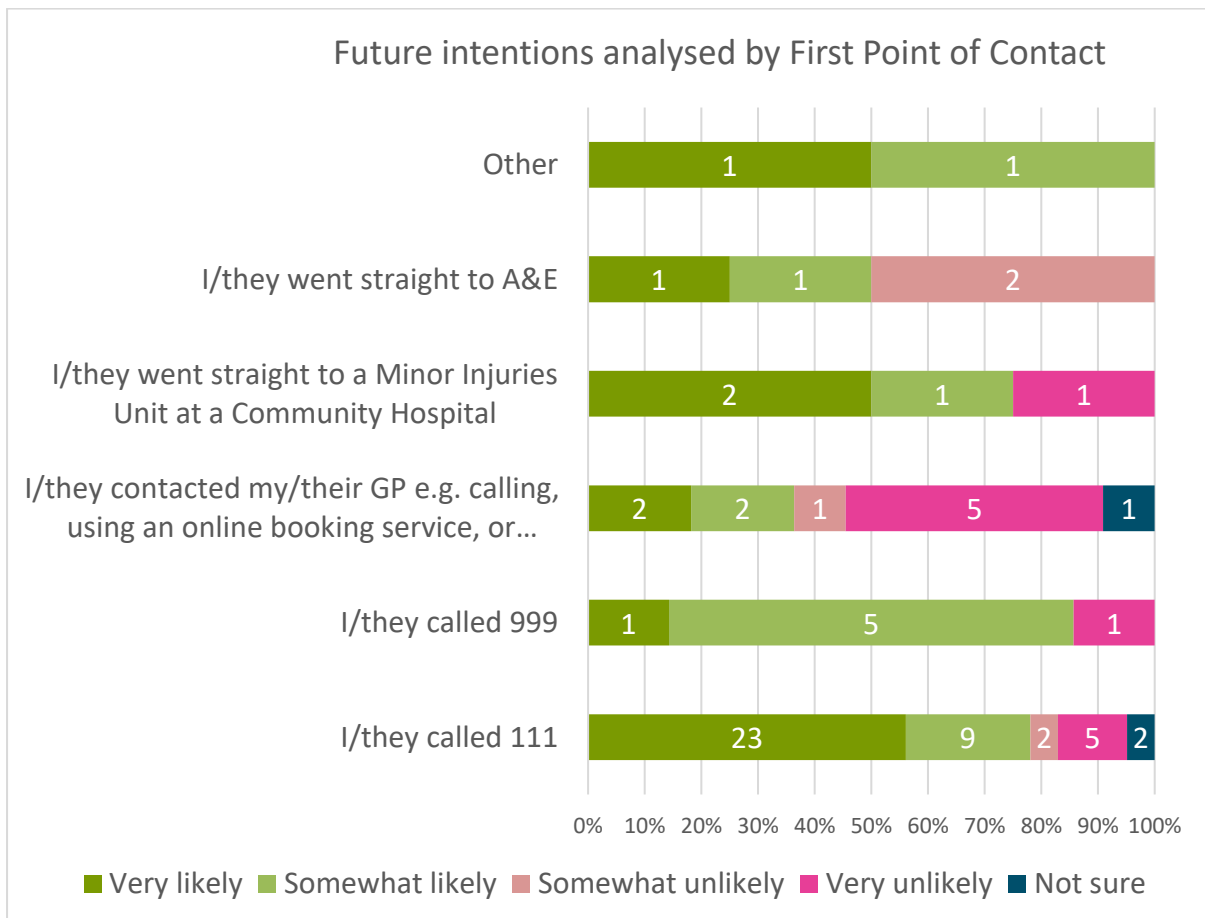
Looking at the age groups where we heard from more than 5 people there was less awareness as age increased.

Of the 24 who told us they were aware 18 gave more information:

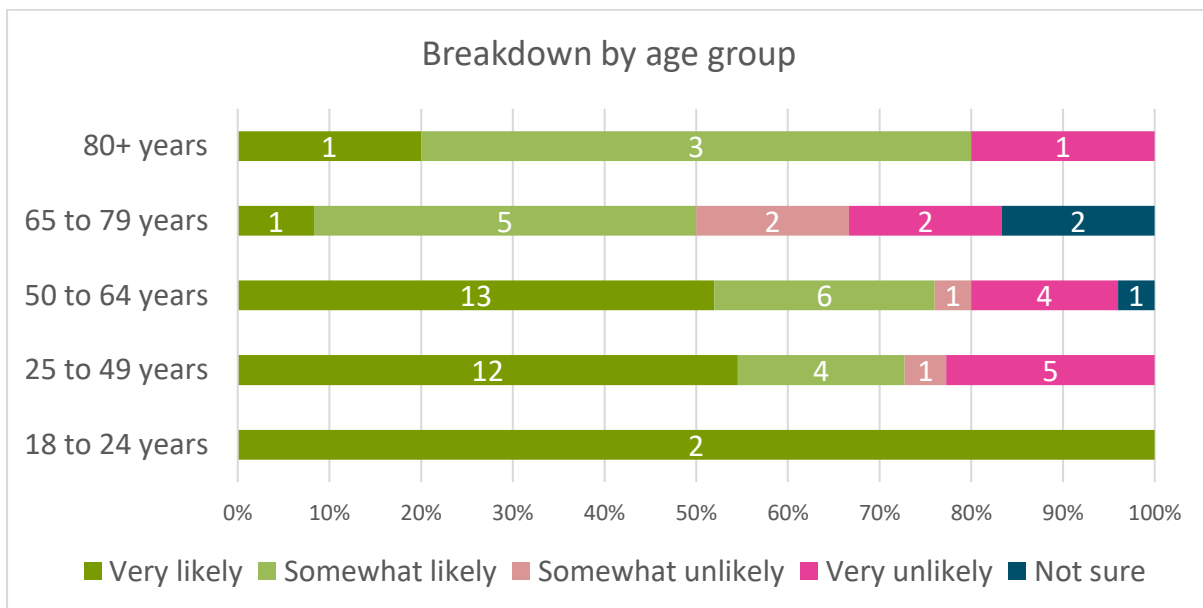
Please tell us how you knew:	No.	%
Media	4	22%
Previous contact with out of hours service	6	33%
Previous contact with wider NHS	5	28%
'Common knowledge / sense'	2	11%
Healthwatch Shropshire	1	6%
<b>Total</b>	<b>18</b>	<b>100%</b>

## Intention to use NHS 111 First in future.

Knowing that 111 can book you an appointment with a GP or A&E, how likely are you /they to call 111 next time you/they have an urgent medical problem?





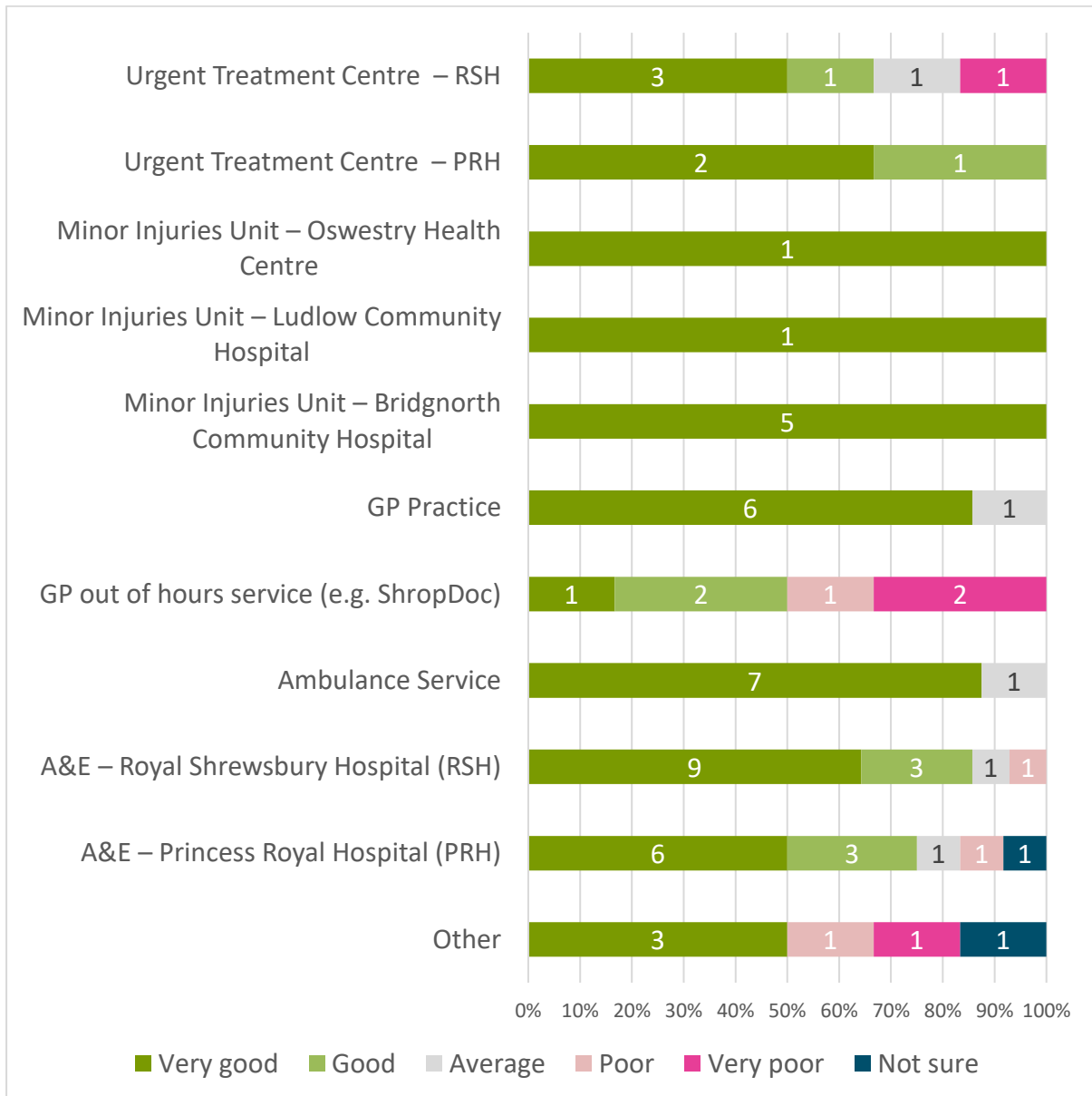


Overall 49 (71%) of people were very likely or somewhat likely to contact NHS 111 the next time they were seeking urgent medical care. The groups that were least likely were those who had contacted their GP, where this figure fell to 36% and those who had gone straight to A&E where the figure was 50%. The figure for those who had experience of contacting NHS 111 was 78%.

Twenty-nine (69%) of those 50 years old and over were very likely or somewhat likely to contact NHS 111 the next time they were seeking urgent medical care, this compared to 18 people (75%) of those under 50.

## Experience of being treated

Overall, how would you/they rate your experience of the service that treated you/them?



Overall 54 (78%) rated their treatment as ‘Good’ or ‘Very Good’, 5 (7%) as ‘Average’ and 7 (12%) as ‘Poor’ or ‘Very Poor’, 2 people (3%) were unsure.

## Key Findings

### First Point of Contact

- 59% of our respondents said they contacted NHS 111 first when they had an urgent medical need
- The proportion of people who contacted NHS 111 first varied across Shropshire, ranging from 29% in the South West to 71% in the North

### NHS 111

- Fifteen of the people who contacted NHS 111 First (36%) were booked into appointments with other services:
  - 13 of these described the process of booking an appointment as very good (11) or good (2).
  - 14 of these told us they would use the system again of contacting NHS 111 first if a booked appointment could be made for them.
  - All agreed that using NHS 111 was straight forward.
  - 57% of people were seen more quickly than they expected.
- Ten out of the 11 carers who contacted NHS 111 about the person they care for were able to discuss the patient's needs with the NHS 111 health advisor.
- 69% of all patients who contacted NHS 111 rated their experience as very good or good.

### Awareness of NHS 111 First

- Overall 24 (35%) of people told us they were aware that 111 could book same day appointments with services, 38 (55%) were not aware and 7 (10%) were unsure.
- There was less awareness as age increased.

## Key Findings

### Intention to use NHS 111 First in future

- Overall 49 (71%) of people were 'very likely' or 'somewhat likely' to contact NHS 111 the next time they were seeking urgent medical care. The groups that were least likely were those who had contacted their GP, where this figure fell to 36% and those who had gone straight to A&E where the figure was 50%. The figure for those who had experience of contacting NHS 111 was 78%.

### Treatment

- Overall 54 (78%) rated their treatment as 'Good' or 'Very Good', 5 (7%) as 'Average' and 7 (12%) as 'Poor' or 'Very Poor', 2 people (3%) were unsure.

---

## Shropshire, Telford & Wrekin Clinical Commissioning Group response

STW CCG would like to thank all of those who took part in this survey, the information and feedback it has provided is invaluable is assisting us develop and improve our approach. The results of the survey have been presented to the system Urgent and Emergency Care Board and have formed part of the evaluation we have submitted to NHS England. We have committed to repeating the evaluation process again in the near future to compare data and understand trends. The current survey results will be used to help us better promote the 111 First programme and ensure it is accessible to patients and is having the maximum impact locally.

---

## Acknowledgements

Healthwatch Shropshire would like to thank the organisations who helped to promote this survey. We particularly thank all those people receiving services who have shared their experiences with us.

### Get in Touch

Please contact Healthwatch Shropshire to share your views and experiences of this service or any other health and social care service in Shropshire. We gather comments anonymously and share them with service commissioners and providers to highlight areas of good practice and identify areas for improvement.

- 01743 237884
- [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)
- [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)
- Healthwatch Shropshire  
4 The Creative Quarter, Shrewsbury Business Park,  
Shrewsbury, Shropshire, SY2 6LG

## Appendix A

### Demographic Information

Please tell us which GP practice you / they are registered with:			
North Shropshire	7	South West Shropshire	14
Cambrian Medical Centre	1	Bishop's Castle Medical Practice	1
Clive Surgery	2	Church Stretton Medical Practice	4
Drayton Medical Practice	1	Portcullis Surgery	3
The Caxton Surgery	1	Station Drive Surgery	6
Wem & Prees Medical Practice	2	Newport/Central	2
Shrewsbury	19	Linden Hall	1
Claremont Bank Surgery	3	Shawbirch	1
Marden Medical Practice	1	Wrekin	2
Mytton Oak Medical Practice	3	Wellington Medical Practice	1
Pontesbury Medical Practice	1	Woodside Medical Practice	1
Prescott Surgery	2	Out of area GP or Blank	11
Radbrook Green Surgery	1	Chirk Surgery (St Martins)	1
Riverside Medical Practice	3	Llanfyllin	1
Severn Fields Medical Practice	3	Out of area (recently moved)	1
Shawbury Medical Practice	1	Tenbury surgery	1
Worthen Medical Practice	1	I do not know	1
South East Shropshire	14	Blank	6
Bridgnorth Medical Practice	4		Total 69
Broseley Medical Centre	1		
Cleobury Mortimer Medical Centre	5		
Highley Medical Centre	4		

Please tell us which gender you identify with:	No.	%
Woman	45	65%
Man	20	29%
Non-binary	1	1%
Prefer not to say	1	1%
Blank	2	3%
<b>Total</b>	<b>68</b>	<b>100%</b>

Is your gender different to the sex that you were assigned at birth?	No.	%
Yes	0	0%
No	65	94%

Blank	4	6%
<b>Total</b>	<b>69</b>	<b>100%</b>

<b>Please tell us which sexual orientation you identify with:</b>	<b>No.</b>	<b>%</b>
Asexual	4	6%
Bisexual	1	1%
Gay	0	0%
Heterosexual/straight	57	83%
Pansexual	1	1%
Sapiosexual	1	1%
Prefer not to say	1	1%
Blank	4	6%
<b>Total</b>	<b>69</b>	<b>100%</b>

<b>Age Category:</b>	<b>No.</b>	<b>%</b>
18 to 24 years	2	3%
25 to 49 years	23	33%
50 to 64 years	25	36%
65 to 79 years	12	17%
80+ years	5	7%
Prefer not to say	1	1%
Blank	1	1%
<b>Total</b>	<b>69</b>	<b>100%</b>

<b>Please select your ethnicity from the list below:</b>	<b>No.</b>	<b>%</b>
White: British/English/Welsh/Scottish/Northern Irish	56	81%
White: Any other White background	1	1%
Prefer not to say	1	1%
Blank	11	16%
<b>Total</b>	<b>69</b>	<b>100%</b>

What is your religion?	No.	%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	33	48%
No religion	31	45%
Prefer not to say	2	3%
Blank	3	4%
<b>Total</b>	<b>69</b>	<b>100%</b>

Are you a refugee or asylum seeker?	No.	%
Yes	0	0%
No	68	99%
Blank	1	1%
<b>Total</b>	<b>69</b>	<b>100%</b>

How would you describe your living situation?	No.	%
I live alone	11	16%
I live with friends and/or family	53	77%
Prefer not to say	3	4%
Blank	2	3%
<b>Total</b>	<b>69</b>	<b>100%</b>

Do you consider yourself to be a carer?	No.	%
Yes	15	22%
No	49	71%
Prefer not to say	2	3%
Blank	3	4%
<b>Total</b>	<b>69</b>	<b>100%</b>



Do you consider yourself to have a disability?	No.	%
Yes	9	13%
No	54	78%
Prefer not to say	1	1%
Blank	5	7%
<b>Total</b>	<b>69</b>	<b>100%</b>

Do you consider yourself to have a long term condition?	No.	%
Yes	24	35%
No	39	57%
Prefer not to say	2	3%
Blank	4	6%
<b>Total</b>	<b>68</b>	<b>100%</b>

## Appendix B

**Please tell us a little more about your/their experience. What went well? What could be improved?**

We would suggest that when people have poor experiences and wish to learn more about why things did not go as well as they hoped, that they contact the service provider directly and we can direct and support people to do this.

We are unsure if these experiences have been shared with the service providers so where the answers to this question include experiences of care and treatment we will share them anonymously with the service provider.

Treated by: A&E - Princess Royal Hospital (PRH)
My wife commented on how grubby the PRH appeared. Overall the interior looked 'tired' and in need of a refurb.
I can't remember it and was transferred to Stoke
Swift and although I was unable to go into the assessment unit due to Covid, the Dr came to meet me in reception and discuss the findings
A&E was disorganised. My father was put in the 'Fit to sit' area. There was no privacy as staff came over to speak to him and do his obs. I saw a young man who had been there for some time have his canula taken out in that area. He seemed uncomfortable about having it taken out and a bit pale, he looked as if he was worried he might faint, he was embarrassed and tried to cover his face. The nurse did not ask him if he would like to go somewhere else for them to do this. People in 'Fit to Sit' were repeatedly taken into cubicles and then taken back to the area.
September 2019. Waited 3 hours to see a doctor. The care by the nursing staff was very good.
Treated by: A&E - Royal Shrewsbury Hospital (RSH)
Promptly seen, examined, X-rayed, diagnosed, and discharged.
Straight to resus after triage doctor checked in ambulance. No wait. 111 system is quite lengthy before you actually get to speak to call handler. Too many "if you " questions regarding covid 19. Felt like it was a long time especially as it was classed as an emergency. Maybe with hindsight a call to 999 would have been more appropriate.
Not many patients in A and E when we arrived, but it got busy later on. Didn't realise it was a booked appointment - just thought it was advice being given to "Get to A and E in the next hour". Make this clear!
Much smoother process and I didn't worry that I was wasting their time
All were very helpful and professional
Less waiting time

<p>Excellent response, only a short wait to have my leg stitched up. All staff were friendly and efficient.</p>
<p>The nurses were kind. A&amp;E registrar was professional, kind and compassionate. She listened to us. We then saw a medical register who did the same and also reassured us</p>
<p>I had acute toothache over New Year. I phoned 111, the call handler asked what pain killers I had taken in the last 24 hours. I had taken up to the limit, (Paracetamol and Ibuprofen) but not over the limit. She insisted that I had overdosed, set up an appt at A&amp;E Shrewsbury for me. I went there, they agreed with me I hadn't overdosed and gave me a prescription for even more painkillers (Codeine). They couldn't offer any treatment, there is no provision for emergency dental treatment. It was a wasted trip, several hours, as we live some distance away. I wasted A&amp;E staff time, though they were lovely, but apologetic that they couldn't do anything for me.</p>
<p>The service I eventually received in hospital was good but the lead up to it via 111 was too slow, especially for someone already in pain that needed to be got to hospital as quickly as possible. I think in such cases there is too much detailed questioning from 111 that could be avoided in order to save time and left to the clinician's examination once the patient is admitted to hospital</p>
<p>Seen promptly and the staff were great.</p>
<p>Treated by: A&amp;E - Ambulance Service</p>
<p>Rang 111. Hung on for over 10 minutes, probably 15. No one answered. In this very stressful situation I hung up and dialled 999. Taken hospital</p>
<p>Staff were very helpful, friendly, knowledgeable and prompt</p>
<p>Ambulance attended patient was struggling to breathe. Vitals checked and end result was they felt it to be a panic attack. The patient has never had panic attacks and to me it was evident that it wasn't. 2 days later 999 called as patient very unwell. Admitted to New Cross and has blood clot on lung.</p>
<p>I was having stroke-like symptoms, which was later diagnosed as a hemiplegic migraine. They called an ambulance for me which arrived within 30 minutes and I was advised to visit my GP ASAP.</p>
<p>Ambulance arrived within ½ hour - off to hospital on blue light. Treatment at the hospital excellent and able to return home later that day.</p>
<p>Dad fell out of bed and couldn't get up due to problems from advanced prostate cancer. We had to wait an hour or so for the ambulance to arrive but they quickly sorted him out.</p>
<p>Everything went well.</p>

<b>Treated by: GP out of hours service (e.g. ShropDoc)</b>
I rang 111 at 8pm. GP rang me back & said they would send Dr out. I rang again at 9pm, then said waiting for DRs to change shift at 10pm. Dr arrived at 10.30pm! My husband is on oral chemo & was constipated & couldn't wee. He was in agony. GP came & put catheter in & got 1.5 ltrs!! Left the enema for me to put in! Community nurse came next day & sent for the ambulance 999, straight away. Nurse was fantastic
Very lengthy process when calling 111, answering lots of questions when I just needed a GP to answer a simple question
Didn't help or give any support. Told me to see GP next morning if still same or worse
I had an appointment with ShropDoc and then was admitted to Hereford Hospital the same night. ShropDoc was very fast to diagnose and start treatment
Incorrect diagnosis, incorrect treatment, did not listen to symptoms, prescribed medication I could not take. Had to sort it out myself with sterilized needle, scissors and knife.
<b>Treated by: GP Practice</b>
I live alone. Post knee op started bleeding at night. I called 111 who recommended i get to a and e. Was able to stop the bleeding after some thought. I waited till morning, phoned my GP who saw me and treated me very well.
GP attended very quickly same day and anticipated likely medication brought with him and left for use. Cannot improve on that.
I recently went to the surgery for urgent blood tests if I had to travel out of town I probably wouldn't have been able to go.
<b>Treated by: Minor Injuries Unit - Bridgnorth Community Hospital</b>
The unit was quiet and I was seen, x-rayed and treated very quickly. The staff were very friendly and, bearing in mind I'd broken my wrist, it was a pleasant experience.
The staff were amazing and so understanding
Staff fantastic couldn't fault them was transferred to PRH
Visited with pains after RTA as advised staff brilliant and friendly very helpful credit to our community
<b>Treated by: Minor Injuries Unit - Ludlow Community Hospital</b>
Kicked in the legs by a bolting horse. Prompt, efficient and caring attention and treatment. Excellent COVID precautions
<b>Treated by: Other</b>
111 advisor was brilliant in reassuring me and transferring my call details to GP (it was Bank Holiday). GP was open the next day and phoned me back then asked me to come in for an examination. I was referred to RSH that day for

surgery. At all stages of the process I received excellent care and I am grateful to you all. This was my first time of calling 111.

The person fell from a roof sustaining concussion and severe bruising on the back. It took about an hour for an ambulance to attend and the person was taken alone to Russell's Hall Hospital. At midnight the person with concussion was discharged and had to leave the hospital and wait outside for his wife to pick him up. None of the family feel the observation was long enough at hospital or the discharge was a good one.

It all went well, better than I had expected as I had previous experience of 111 that was not satisfactory. I would have phoned the GP but my issue occurred on a Sunday. Without being driven to the different hospitals I would not have been able to go from my home to hospital (30mins away) in Bridgnorth and then to Shrewsbury so this might be an issue for anyone alone or without transport.

Over several days my pulse rate meter was fluctuating wildly though my husband's readings were stable. The 111 website 'told' me I had covid or was self-harming. It then logged me out. It was a totally unsatisfactory response. I later found my pulse oximeter was giving me false readings, but if I had been ill the help from 111 would have been totally and dangerously incorrect.

They could actually ring back when they state

Treated by: Urgent Treatment Centre - RSH

Everything was good but ended up being sent to A and E by my GP a few days later as the right investigations weren't done at the urgent treatment centre

It was excellent I was admitted immediately and treated, was a gall bladder issue and on the 2nd March this year my gall bladder was removed at the Nuffield, I am more than satisfied with all the help I received they were excellent all the way thru

Totally breathless, ambulance took only 10 minutes and to RSH plus 10 mins, coronary problem instantly attended by Dr when arrived, very reassuring in retrospect. Said not expected to live and disappointed by one Dr persistently trying to get me to sign a DNR form. Refused several times before she stopped. Recovery was rapid and transferred to PRH for angiogram. Further disappointed to find ultrasound in Oct 2020 had identified the problem but I never told other than wait for appointment from cardiologist. No appointment made within 5 months.

The wait time was long and the first doctor wasn't aware of how to carry out checks on a young child, but once seen by the correct person we were out very quickly with antibiotics

Turned up at around 6.45pm with a kidney infection. Receptionist said she couldn't find my GP on their system so said she would leave the details blank (Chirk Surgery). Was then told to take a seat and it wouldn't be too long a wait. At around 9.30pm saw a triage nurse which I thought was odd as the GP lead service closed at 9pm. Was still waiting to be seen at 11.30pm, went back to the reception desk and was told the GPs had gone home and I therefore had to wait to see someone in A&E but it could be a long wait. I decided to go back home as I was feeling cold and unwell and I really didn't want to sit for more hours when it was not an issue for A&E. I believe I was forgotten about even though the urgent care centre appointments seemed quiet. This was not 111's fault but the RSH.