

Data Provision Notice

NHS 111 Patient Experience Survey

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Background

The Health and Social Care Act 2012 (the Act) gives the Health and Social Care Information Centre, now known as **NHS Digital** and hereafter referred to by this name, statutory powers, under section 259(1)(a), to require data from health or social care bodies, or organisations that provide publicly funded health or adult social care in England, where it has been directed to establish an information system by the Secretary of State for Health and Social Care or NHS England.

The data, as specified by NHS Digital in this published Data Provision Notice, is required to support a direction from the Secretary of State for Health and Social Care to NHS Digital. Therefore, organisations that are in scope of the notice are legally required, under section 259(5) of the Act, to provide the data in the form and manner specified below.

Data gathered includes satisfaction with NHS 111, whether advice was followed, if the problem improved, and what callers would have done if NHS 111 was not available.

Purpose of the collection

The purpose of the collection is to gather feedback from NHS 111 service users to understand their experience, satisfaction and usefulness of the service they received and allows commissioners to understand service users' satisfaction with the NHS 111 service as well as how useful and beneficial it is for users.

Benefits of the collection

The collection supplements the NHS 111 telephony data: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/n111wsi2-nhs-111-weekly-situation-report> collected by NHS England and contributes to general NHS 111 service improvement.

Legal basis for the collection, analysis, publication and dissemination

NHS Digital has been directed by the Secretary of State for Health and Social Care under section 254 of the Health and Social Care Act 2012; to establish and operate a system for the migration and continued operation for the collection and analysis of the information specified for this service.

A copy of the Direction and the amended requirements specification produced to reflect changes made to the collection in April 2022 are published here: <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/secretary-of-state-directions/the-migration-and-continued-operation-of-the-unify2-collections-through-the-strategic-data-collections-service-direction-2017>

This information is required by NHS Digital under section 259(1)(a) of the Health and Social Care Act 2012. In line with section 259(5) of the Act, all organisations in scope, in England,

must comply with the requirement and provide information to NHS Digital in the form, manner and period specified in this Data Provision Notice. This Notice is issued in accordance with the procedure published as part of NHS Digital duty under section 259(8).

Persons consulted

In the development of this collection, consultation has been carried out with:

- Department of Health and Social Care (Secretary of State for Health) - the directing organisation
- NHS England policy leads
- NHS Digital Data Collections Service.

Scope of the collection

Under section 259(1)(a) of the Health and Social Care Act 2012, this Notice is served in accordance with the procedure published as part of the NHS Digital duty under section 259(8) on the following persons:

- a. NHS 111 providers - data suppliers, analysts and service providers.

Under section 259(5) of the Health and Social Care Act 2012 the organisation types specified in the above Scope must comply with the Form, Manner and Period requirements below.

Manner of the collection

Each submitting organisation will record aggregate data in an Excel template.

Organisations will submit their data via NHS Digital's Strategic Data Collection Service (SDCS).

The following data items will be collected:

Description
Size of sample selected
Number of responses to the survey
“Overall, how satisfied or dissatisfied were you with the NHS 111 service?”
Very satisfied with 111 service
Fairly satisfied with 111 service
Neither satisfied nor dissatisfied with 111 service
Description
Fairly dissatisfied with 111 service
Very dissatisfied with 111 service
No response on satisfaction
“If the NHS 111 service had not been available, would you have contacted another service about your health problem?”
Would have contacted GP Practice

Would have contacted Urgent Treatment Centre
Would have contacted 999 ambulance
Would have contacted Emergency Department
Would have contacted Pharmacy
Would have contacted other service
Would not have contacted anyone else
Not relevant as didn't call 111 directly

Further information about the data items can be found here: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/nhs111ps---nhs-111-patient-experience-surveys>

Form of the collection

These data are submitted on Excel templates and submitted via the Strategic Data Collection Service (SDCS).

Frequency and period of the collection

The data will be submitted biannually in April (data for activity running 1st October to 31st March inclusive) and October (data for activity 1st April to 30th September inclusive).

- Submission date: 01/04/2022 – and the first working day in April each subsequent year
- Submission date: 01/10/2022 –and the first working day in October each subsequent year

Collection end date: Ongoing.

Data quality

The Excel submission template is designed to include data quality validations. SDCS is configured to recognise errors in the data and fail submissions if any data quality validations are breached.

Burden of the collection

In seeking to minimise the burden it imposes on others, in line with sections 253(2)(a) and 265(3) of the Health and Social Care Act 2012, NHS Digital has an assessment process to validate and challenge the level of burden incurred through introducing new information standards, collections and extractions.

This process is carried out by the Data Standards Assurance Service (DSAS) which assures burden assessment evidence as part of the overarching Data Alliance Partnership Board (DAPB) approval process. The DAPB, acting under authority of the Secretary of State, oversees the assurance, approval and publication of information standards and data collections for the health and social care system in England.

Assessed costs

The associated burden of the data collection is:

Burden on providers	£227,000	Year 1 costs (including set up costs) for the change
Burden on providers	£130,000	Year 2 and ongoing annual costs

Document management

Revision History

Version	Date	Summary of Changes
1	21/04/2022	First draft

Reviewers

This document must be reviewed by the following people:

Reviewer name	Title / Responsibility	Date	Version
Sarah Freeman	Business and Operational Delivery Officer	21/04/2022	1
Neil Hepworth	Integrated Urgent Care Analytical Manager	21/04/2022	1
Claire Corney	Senior Information Governance Specialist	09/05/2022	1
Deborah Raven	Senior Data Standards Assurance Manager	06/05/2022	1

Approved by

This document must be approved by the following people:

Name	Title	Date	Version
Andrew Sunley	Head of Data Collection Service (a.i.)	09/05/2022	1

Document Control:

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