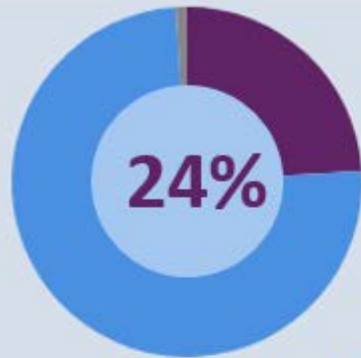


Urgent care services



have called NHS 24 111 for urgent care instead of going directly to A&E since December 2020.



45%	At weekend
27%	During the week (9am-6pm)
22%	During the week (after 6pm/before 9am)
1%	During public holiday
5%	Can't remember

Priorities for health/social care services over next 12 months

Worked well

- ✓ Received referral to further treatment (33%)
- ✓ Excellent level of service (30%)
- ✓ Speed of service (24%)
- ✓ Knowledge of staff (13%)

Didn't work well

- ✗ Time before call was answered/on hold (41%)
- ✗ Delays waiting for a call back (8%)
- ✗ Scripting/too many questions (6%)
- ✗ Waiting time for ambulance (6%)