



HOUSE OF COMMONS

LONDON SW1A 0AA

Eluned Morgan MS
Minister for Health and Social Services
Health and Social Services
Welsh Government, 5th Floor
Ty Hywel
Cardiff Bay
CF99 1NA

Our Ref: JD17817

21 February 2023

Dear Eluned,

RE: 111 services in Wales

I have recently been contacted by one of my constituents who experienced difficulties getting in contact with NHS 111 while at home in North Wales.

Having asked 111 (Wales) to investigate this matter, they confirmed the extensive waits my constituent experienced while trying to gain advice from 111. Indeed, they said:

"Our records confirm that XXX tried to access the 111 Service on 4 occasions on the 4 December 2022. As part of the investigation, the calls were audited. Audits assist the Trust in recognising whether there is a need for further training and to ensure that all calls are dealt with appropriately.

"Our records confirm that XXX attempted to access the NHS 111 service on the 4 December 2022 at 08:40hrs. It has been identified that the call was abandoned by the caller after 31 minutes.

"Our records confirm that a second call was attempted on the 4 December 2022 at 09:57hrs, the call was abandoned by the caller after 1 hour 11 seconds.

"Our records confirm that a third call was attempted on the 4 December 2022 at 14:29hrs and the call was abandoned by the caller after 3 minutes.

"Our records confirm that a fourth call was attempted on the 4 December 2022 at 16:08hrs and the call was abandoned by the caller after 1 hour 26 minutes."

As I am sure you will appreciate, the waits that my constituent experienced while trying to access the 111 service are unacceptable. 111 have stated that these waiting times occurred owing to unprecedented demand on the service in December.

Nevertheless, the performance of 111 in Wales lags behind the performance of the same service in England. The most recent data shows that, in November 2022, 44.4% of calls in England were answered in 60 seconds or less. In comparison, in Wales, only 38.8% of calls were answered in 60 seconds or less. There is a trend in poorer service in Wales than England in relation to waiting times for 111 that can be tracked back to April 2022, when the publication of data resumed after the pandemic. As you know, 111 was not in operation in North Wales prior to the pandemic. There is no data published in Wales for average wait time as per England and I would encourage you to publish this to help drive up standards.

I would be most grateful if you could please look into the matter as a priority to determine

why the performance of the 111 service has been so poor.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'J. Davies', with a long horizontal flourish extending to the right.

Dr James Davies MP