

# Governor impact: NHS 111

## What Governors said:

At a council of Governor meeting in April 2025, **several Governors raised concerns following feedback from their constituencies about the NHS 111 service.**

The issue **related to the advice NHS 111 gave to callers** who sought mental health support.

NHS 111 call handlers were **signposting people to sources of online** support as a way of support.

The concern was the people do not have access to a device, data or a safe space to do this and there was **a risk people would not receive the timely support needed.**

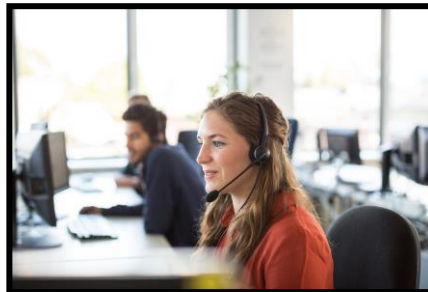
## What the Trust did:

General Manager for Crisis Services attended the Carers Open Door meeting to hear concerns.

Meeting with lead governor and chief operating officer to discuss feedback.

Meeting was held with the NHS 111 to discuss carer and service user feedback. Callers impacted identified and supported.

## Improvement



## Outcome:

- ✓ Call handlers will now **focus on person-centred support** which is responsive to service user needs.
- ✓ **Feedback will now be gathered** by survey, complaints and compliments to monitor experience.
- ✓ A **service user group** has been set up to help support improvements.
- ✓ The service will **explore use of friends and family test and set up a dashboard** to monitor progress and identify progress.