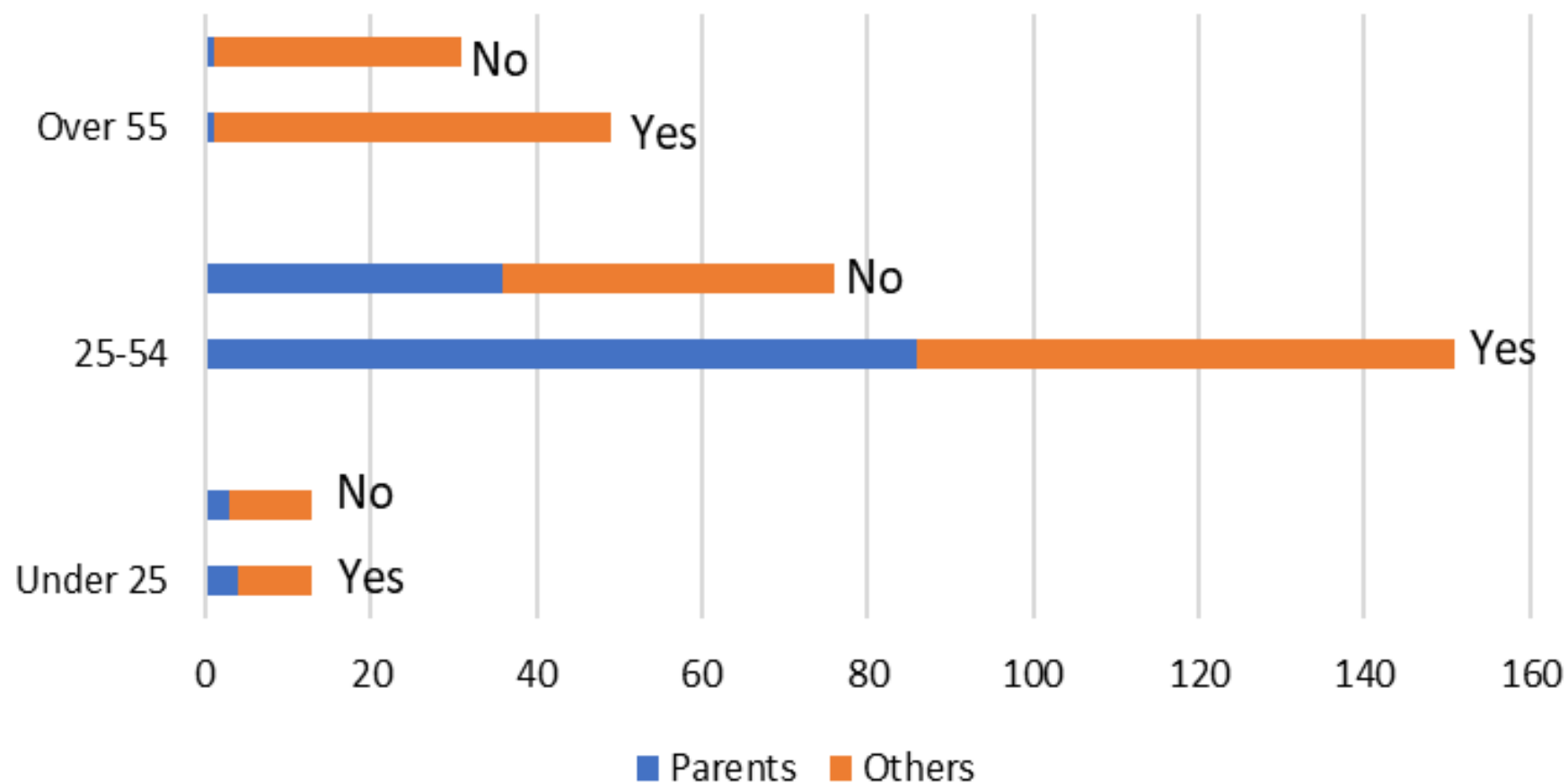


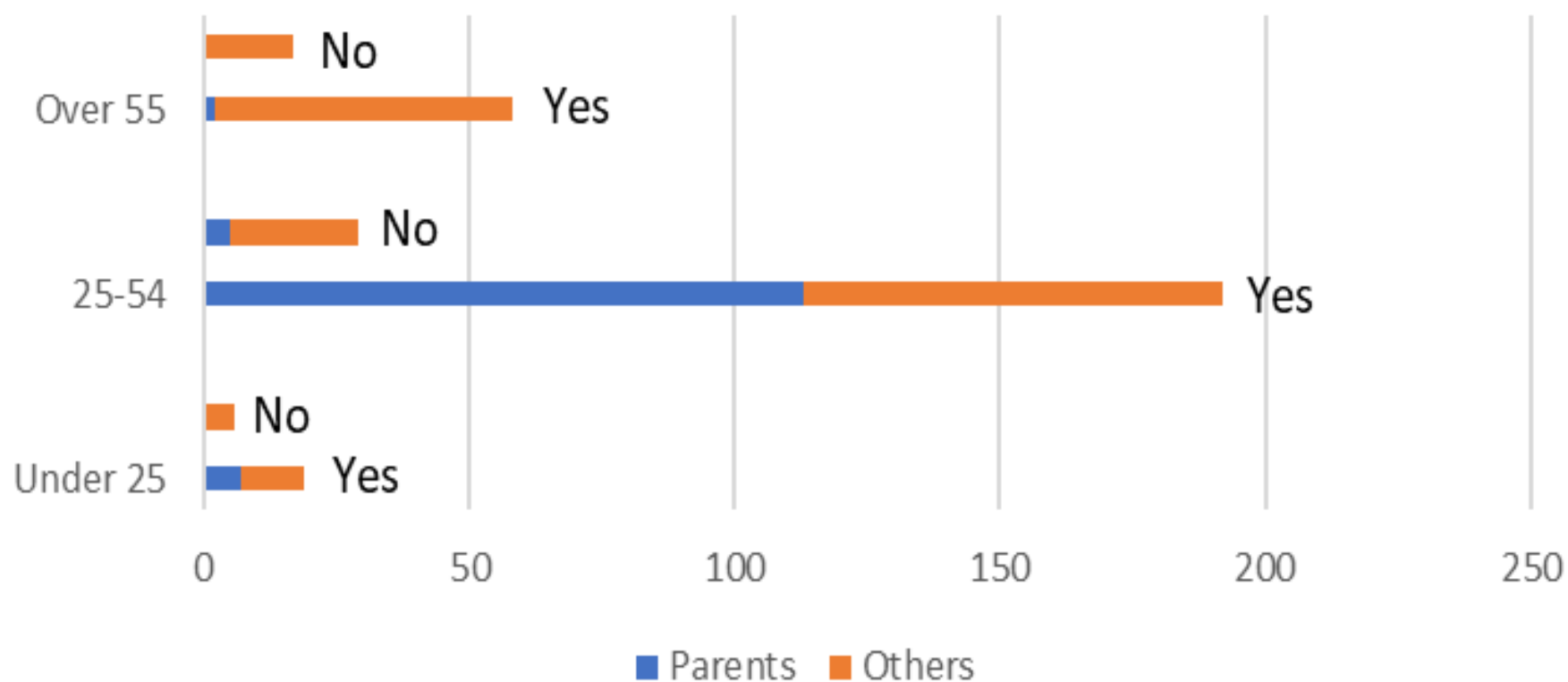
Urgent and Emergency Care

**Survey of residents'
understanding**

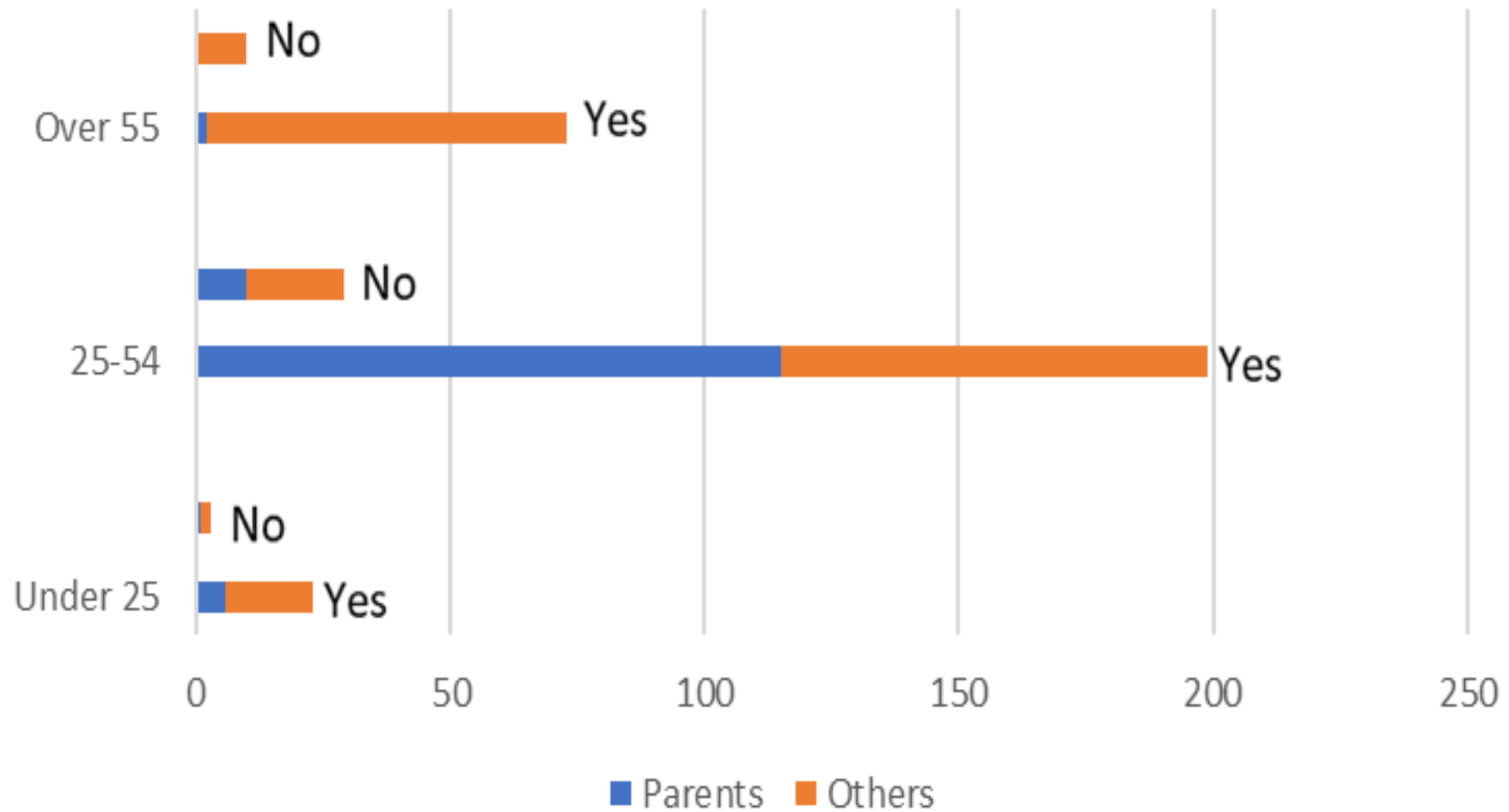
Do you understand the difference between Urgent Care and Emergency Care?



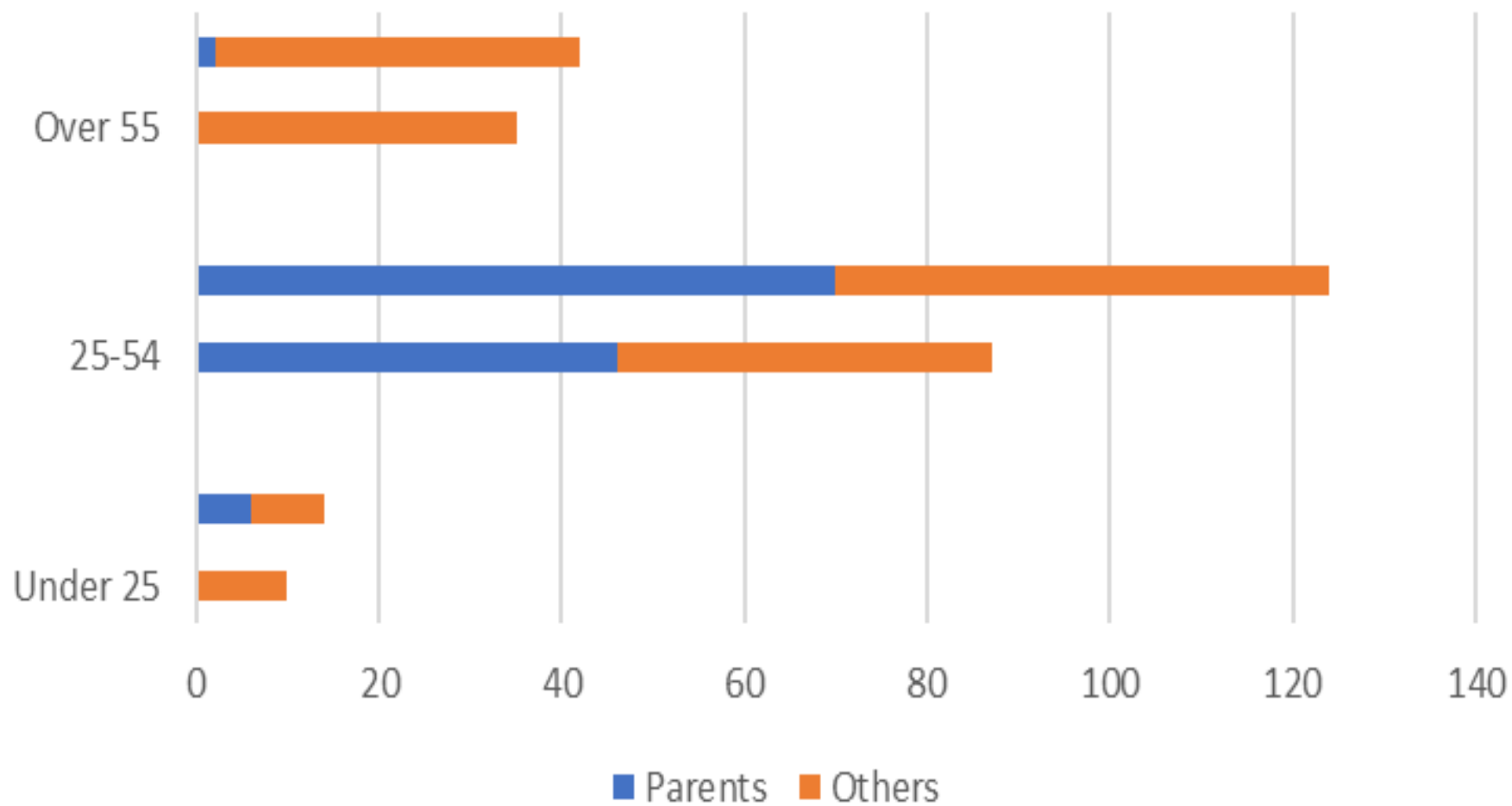
Do you think that providing more bookable urgent appointments will help patients and carers?



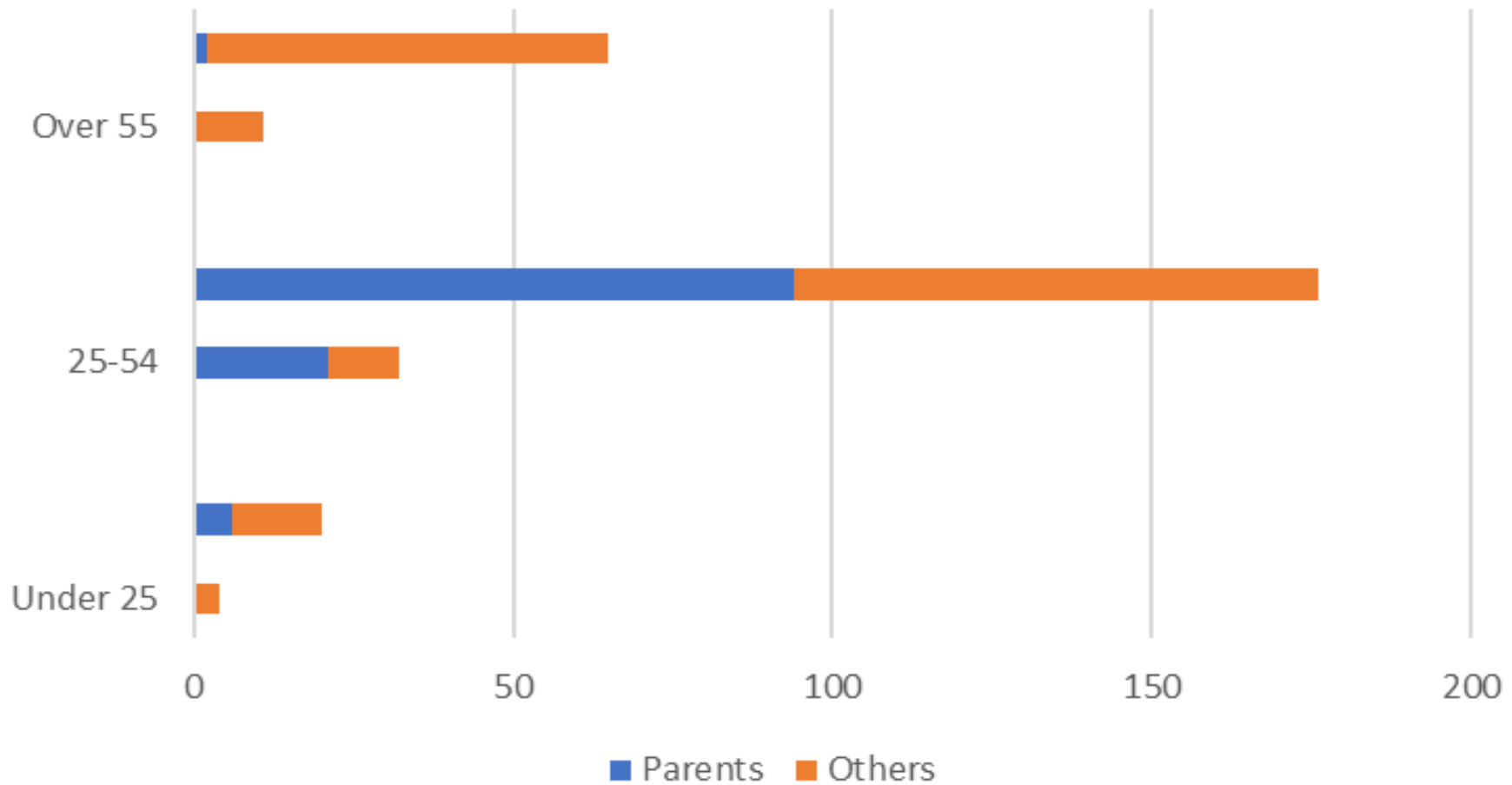
Have you heard of the NHS 111 service?



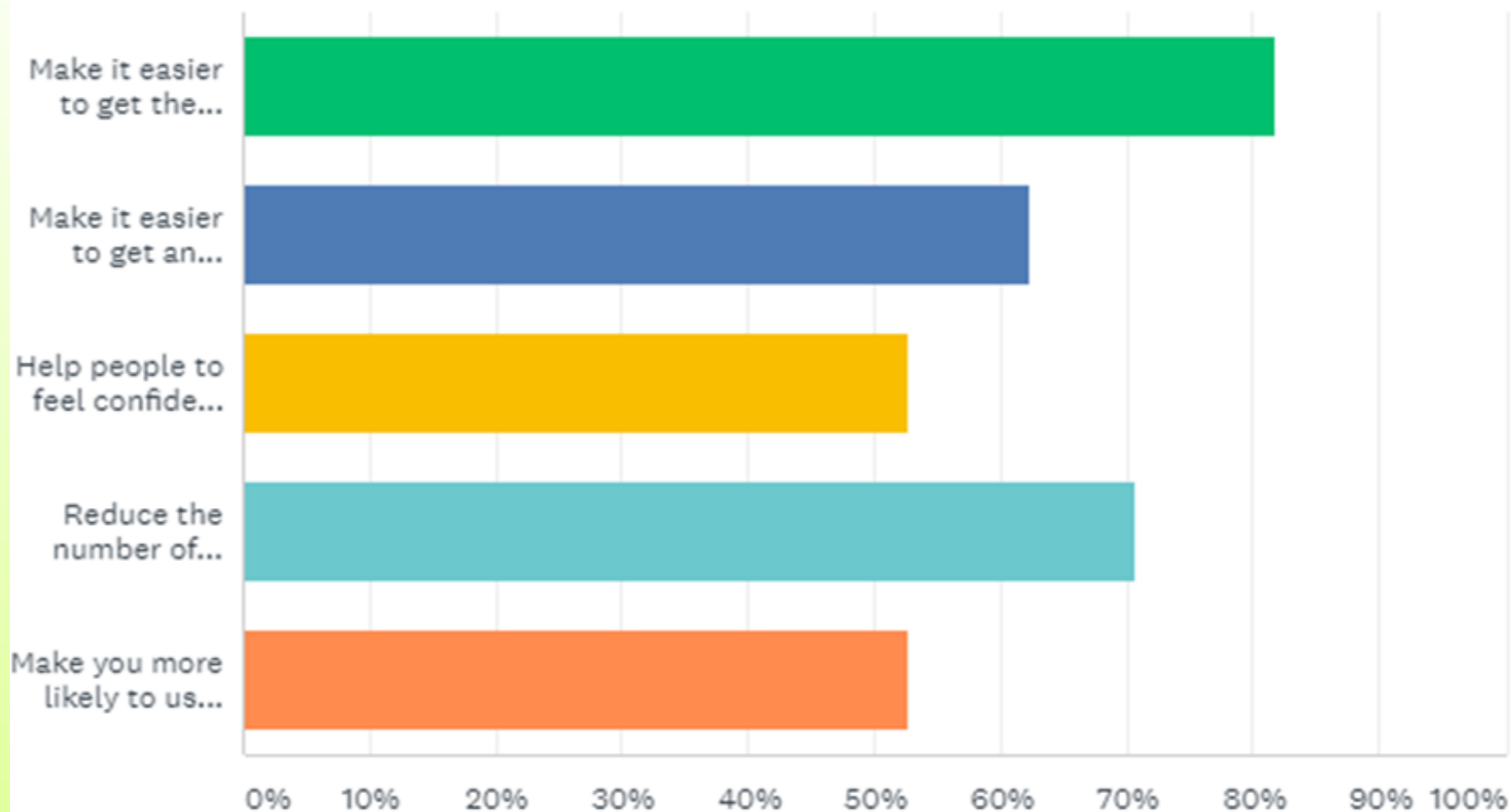
Have you seen advertisements for NHS 111?



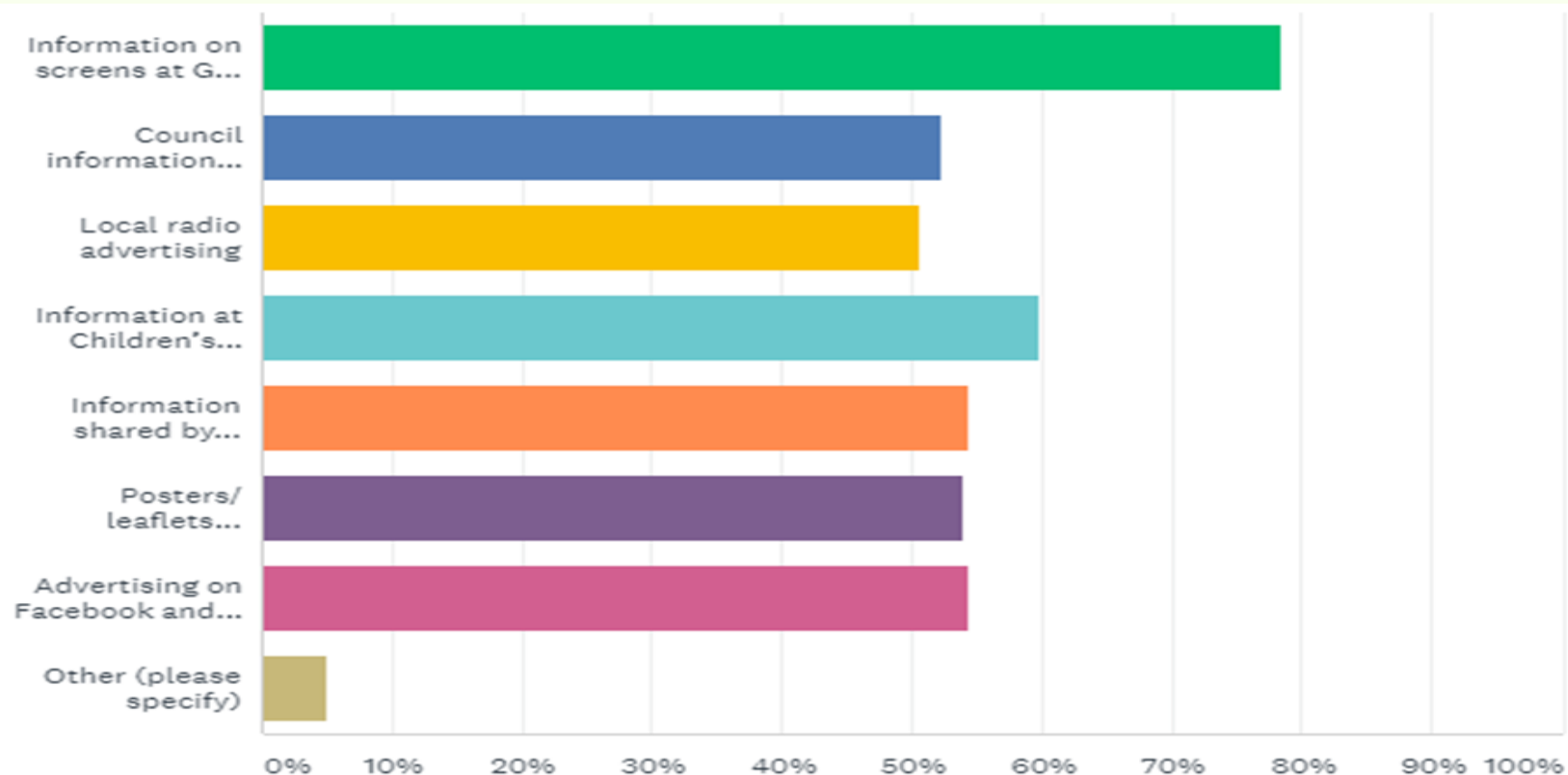
Have you heard about improvements to NHS 111?



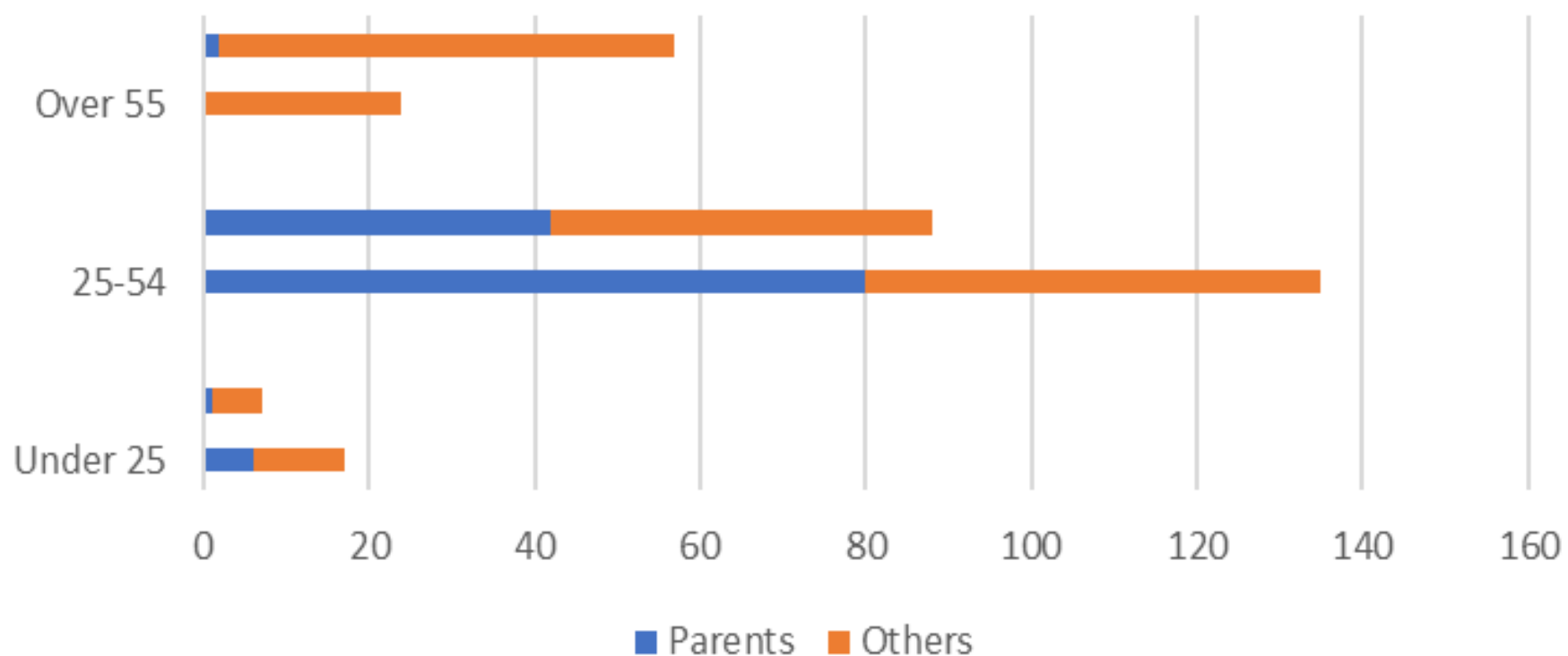
What benefits might flow from improving the NHS 111 service



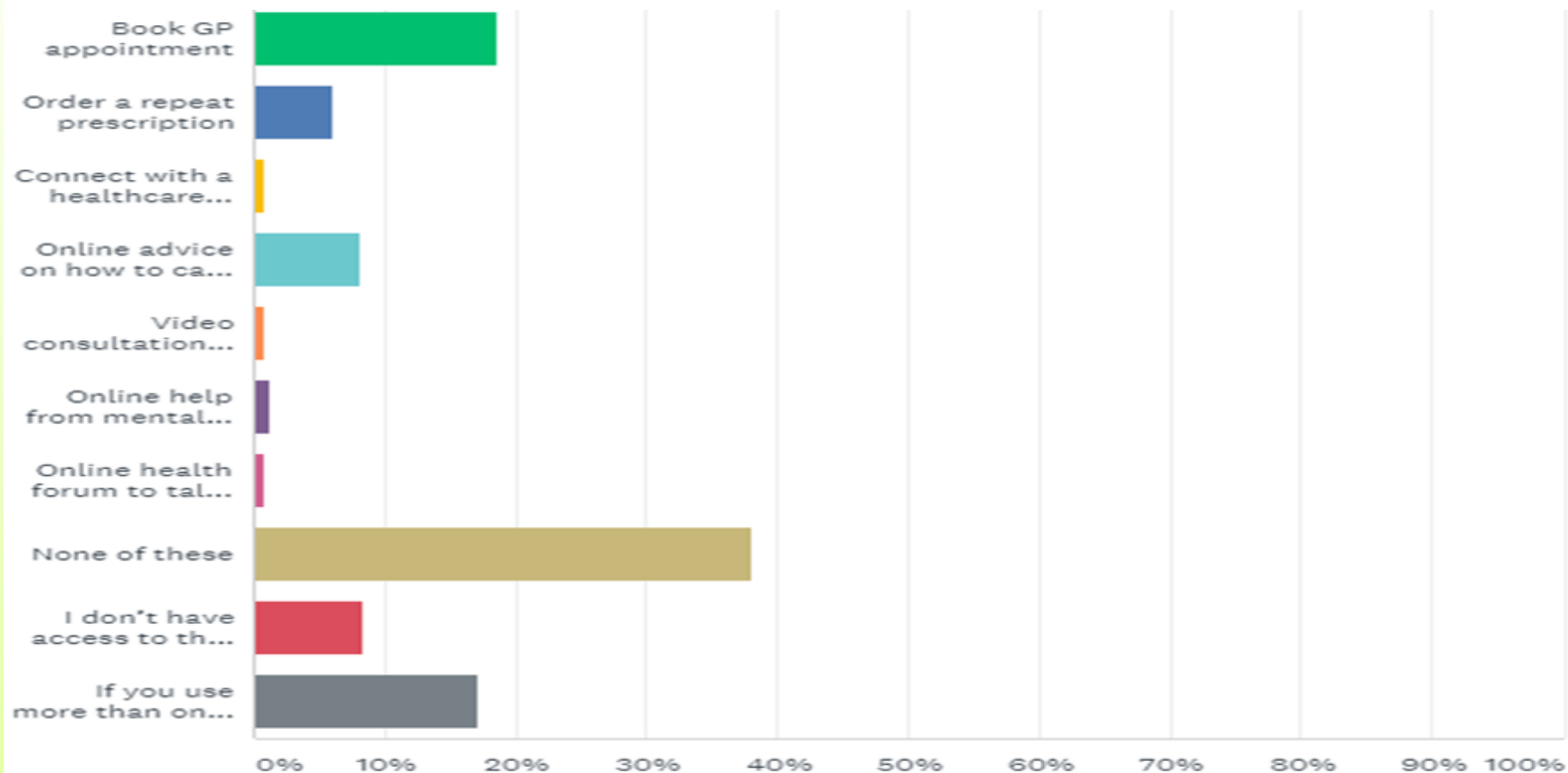
What can be done locally to encourage more people to call NHS 111 for urgent medical advice



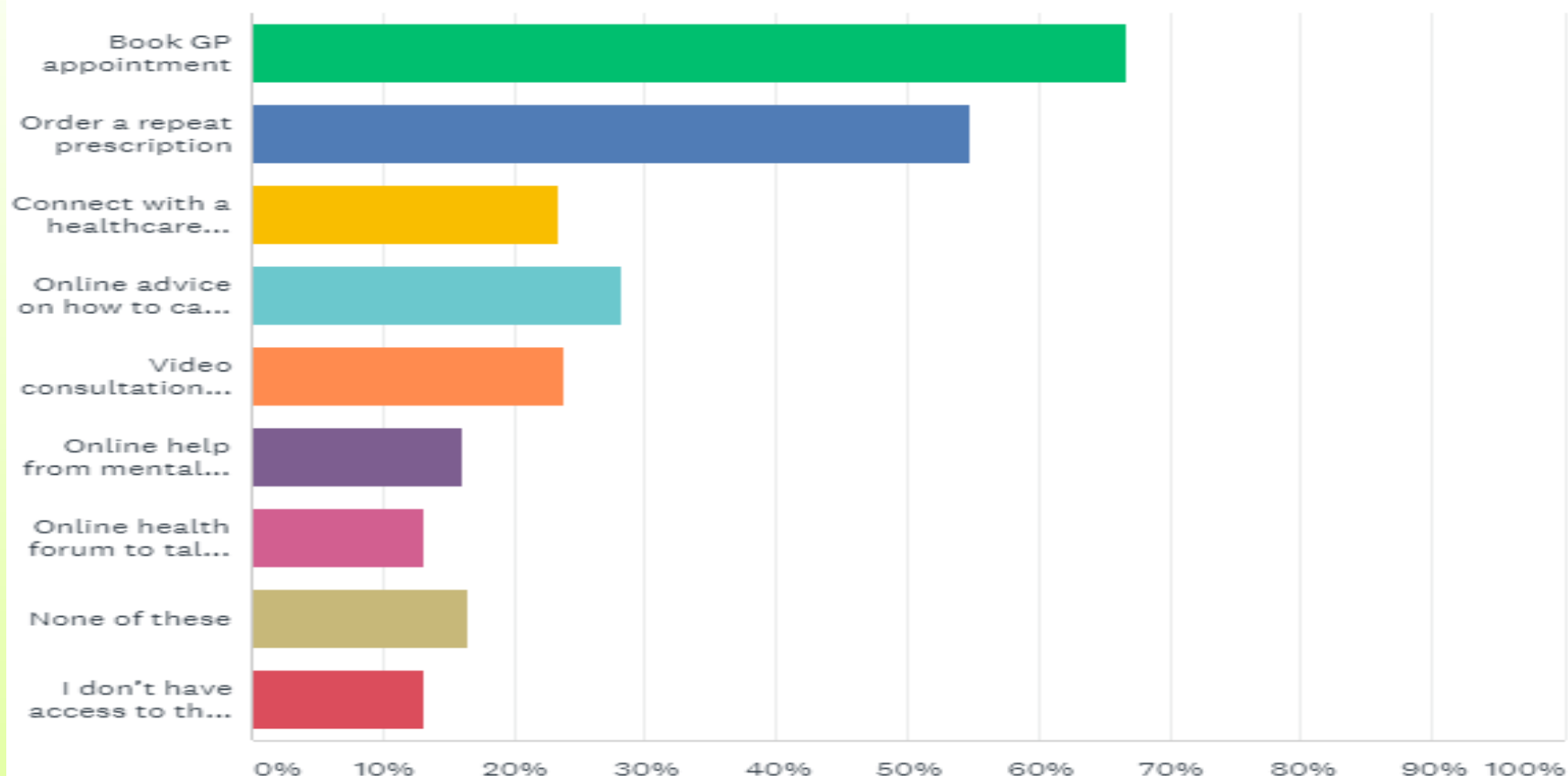
Do you use digital or online services for healthcare?



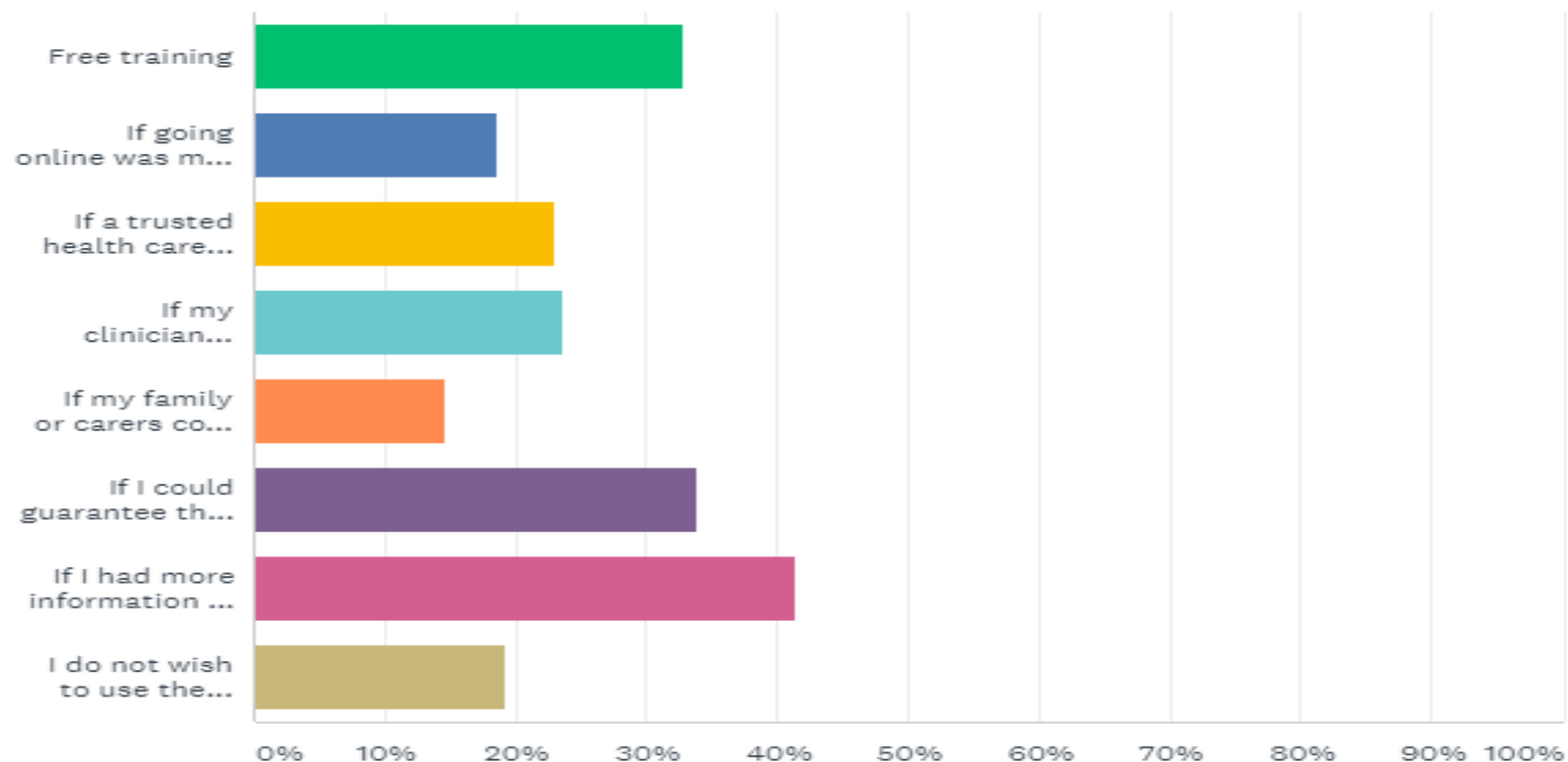
Those who used online facilities did so for a variety of purposes:



Asked about their future use of online services, respondents replied that they **MIGHT** use them for



Asked what would make them feel more confident about using online services, respondents told us:



Urgent and Emergency Care

**Survey of residents'
understanding**