



**when it's less
urgent than 999**

What is 111?

NHS 111 is a new telephone service available 24 hours a day, 365 days a year, to reach a full range of local health services, including out-of-hours, doctors, community nurses, emergency dental care and late-opening chemists.

Calls from landlines and mobile phones are free – just like 999.

Type Text Talk for Deaf or Hard-of-Hearing People

The 111 service is also available via typetalk on number **18001 111**

How does it work?

111 calls are answered by highly-trained advisers, who are supported by experienced nurses. They will assess your symptoms and guide you to the right service.

Wherever possible, the NHS 111 team will transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately – just as if you had originally dialled 999.

When do I use it?

People should use the NHS 111 service if they need help or advice urgently but it's not a life-threatening situation. You should call 111 if:

- it's not a 999 emergency;
- you don't think it can wait for an appointment with your GP; or
- you don't know who to call for medical help.

For less urgent health needs, you should still contact your GP or dentist in the usual way, and for immediate, life-threatening, emergencies please continue to call 999.

Why should I use it?

NHS 111 is a fast and convenient way to get the right help – whatever your need, wherever you are, and whatever the time.

It can also help us to free up 999 and local A&E departments so that they can focus on emergency cases.

What if I have already been given a number to call for a condition that I have?

If you are already receiving healthcare and a health professional has given you a specific telephone number to call when you are concerned about your condition, please continue to use that number.

Download information in a different language

To download NHS 111 information in a different language please visit NHS Choices website – <http://bit.ly/JIAzHX>