



NHS 111 Service

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call **111** when you need medical help fast but it's not a 999 emergency. **NHS 111** is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it

You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The **NHS 111** service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, a walk-in centre or urgent care centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the **NHS 111** team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent just as quickly as if you had dialed 999.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

If you need medical advice when the surgery is closed please phone the new

111 Service