

NHS 111

The NHS 111 service is available to all our patients 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones – just dial 111. This service

- *replaces the old out-of-hours phone number - you should dial 111 if you need medical advice when the surgery is closed.*
- *replaces NHS Direct -, you should dial 111 if you need health information or advice*
- *helps you to access the correct local urgent health care service if you need urgent care, at any time.*

You can call 111 when you need medical help fast but it's not a 999 emergency. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours doctor or a community nurse.

NHS 111 uses Type Talk for people who are hard of hearing, and has interpreters available for callers who do not speak English.

You can call 111 from anywhere in England.

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 us at the surgery or your local pharmacist in the usual way.

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.

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