

NHS 111

For more information visit www.nhs.uk/111

- NHS 111 is a new telephone based service for patients that will be available throughout the country no later than April 1st.
- This service is being introduced to support access to urgent and emergency healthcare to ensure patients are seen by a service most appropriate to their needs.
- It will replace the present NHS Direct telephone number. The GP Out of Hours service remains the same for patients who are registered with a GP practice.
- The service will be accessed by calling 111 and will be staffed by a team of fully trained call handlers who will be supported by experienced clinicians.
- The Yorkshire Ambulance Service has won the tender to provide this service across Yorkshire and the Humber.
- Call handlers will carry out an initial assessment which will be directed by the use of a specific assessment tool. (An Algorithm) Depending on the answers given by the patient, appropriate services will be identified on the system, so that the call handler can direct the patient accordingly.
- Services may include for example: Out of Hours GP Service, Walk in Centre, Urgent care centre, In hours GP, Community Nursing team, Emergency dental service or Late Opening Pharmacy
- If the call is an emergency and the patient requires an ambulance, the call handler has the means to dispatch an ambulance without delay.
- NHS 111 will be available 365 days a year, 7 days a week and calls will be free to the caller.

When should you call NHS 111

Patients should dial 111 if they urgently need medical help nor advice, but it's not a life threatening situation.

Patients should call 111 if it's not a 999 emergency but think

- They may need to go to A & E or another NHS urgent care service;
- Don't think it can wait for an appointment with their GP
- Don't know who to call for medical help

For less urgent health needs patients should still contact their GP in the usual way.

For immediate, life threatening emergencies, they should continue to call 999

A regional communication campaign will be planned and implemented prior to the launch of the new service. It will include advertising through radio, the newspaper and potentially TV.

Shelagh Marshall, Chair Future Years.