

# 111 – The new NHS number



**The telephone number to  
call when you need medical  
help fast – but it's not an  
emergency**

**Easy read**



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

# What is this leaflet about?



This is an easy read version of the NHS 111 leaflet.



When we say we in this leaflet, we mean the National Health Service, or the NHS for short.

This leaflet is about some changes we are making to how you can call the NHS for medical help.

We are introducing a new number for you to call. This leaflet will tell you about it.



You may like to have someone to help you when you look at this leaflet. Difficult words are written in **red** and explained underneath.

# What is 111?



111 is a new telephone service brought to you by the NHS.

It is the number you should call when you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor.

If you need **emergency** medical treatment, you must call 999.

An **emergency** is when someone needs medical help to save their life.

If someone needs medical help to save their life, you must call 999.



Calling 111 will make it easier and faster for you to get in touch with your local health services.

It will also make sure that the 999 number is kept free for very serious emergency medical cases.

# When should I call 111?



You should call 111 when you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor.

If you need **emergency** medical treatment, you must call 999.

An **emergency** is when someone needs medical help to save their life.

If someone needs medical help to save their life, you must call 999.

You should call 111 if you think you need to go to **A&E** or another NHS urgent care service.

You should call 111 if you don't know who to call for medical help.

You should call 111 if you need information about a health issue.



**A&E** stands for Accident and Emergency. It is the hospital department which you go to if you need urgent and emergency medical care.

# What happens when I call 111?



When you call 111, you will speak to an **adviser** from the NHS 111 team. The team has trained advisers and nurses who can help you. They will ask you questions to find out what help you need.

An **adviser** is someone who can give you medical advice and help.



The 111 adviser will be able to:

- decide what medical help you need,
- tell you where you need to go to get this medical help, and
- transfer your call to the service you need, or book an appointment for you, if possible.



The 111 adviser can put you in touch with services such as:

- an A&E department at a hospital

This is where you go to if you need urgent and emergency medical care.

- an out-of-hours doctor

This is where you can go to get medical help that is not an emergency when your own doctor's surgery is closed.

- a walk-in centre or a minor injuries unit

This is where you can get medical help without an appointment.

- a community nurse

This is a local nurse who can visit you and give you care.

- an emergency dentist

This is where you can get help when your dentist's surgery is closed.

- a late opening chemist.

This is where you can buy medicine when your usual chemist is closed.



**If the NHS 111 team think you need emergency medical help, they will send an ambulance to you straight away.**

## When can I start to use 111?



The NHS 111 number is now available in your area.

You can ring the free 111 service at any time, day or night.

## Where can I get more information on 111?



You can get more information on the NHS 111 service by visiting [www.nhs.uk/111](http://www.nhs.uk/111)



