

Do you know when to call the NHS111 Service?

NHS111 is available **24 hours a day, 365 days a year**. Calls are free from landlines and mobile phones.

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.



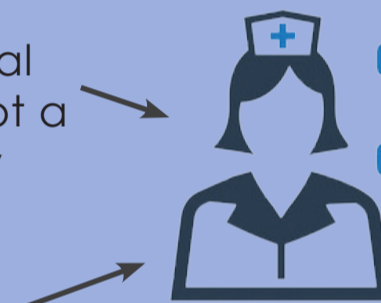
When to use 111

- If you need urgent access to a GP out of hours
- 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 don't have a GP



you don't know who to call

you need health information or reassurance about what to do next

it is out of hours but you need to access a GP

How does it work?

NHS111 and the OOH service are now working together in your area to provide you with the best possible care, in the most appropriate setting. By calling 111 you have access to a service staffed by a team of fully trained advisers, they will ask you questions to assess your symptoms, then give you the healthcare advice you need, including being seen by a clinician or directing you to the local community service which can help you best. That could be your local A&E, an urgent primary care centre or a walk-in centre, an emergency dentist or a late-opening chemist.

**Local
A&E**



**Out of Hours
Doctor**



**Walk-In
Centre**



**Community
Nurse**



**Emergency
Dentist**



**Late-opening
Chemist**

