



## **NHS 111**

### **The new number for the future of non – emergency health services is now here in Oxfordshire**

#### **What is this about?**

A new three- digit number 111 that will make it easier for patients to access local NHS healthcare services is now live in Oxfordshire. NHS 111 is available 24 hours a day, 365 days a year. Calls from landlines and mobiles will be free. The new service is part of a national programme to make it easier for the public to access urgent health services.

NHS 111 will get you through to a team of fully trained call advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the healthcare advice you need or direct you to the right local service. The NHS 111 team will, where possible, book you an appointment or transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately – just as if you had originally dialled 999.

The 111 service is currently not available in border areas with phone numbers starting 0118, 01793, 01280 and 01844.

#### **When do I use it?**

You should call NHS 111 if:

- You need medical help fast, but it is not a 999 emergency
- You think you need to go to accident and emergency or another NHS urgent care service
- You do not know who to call for medical help or you do not have a GP to call
- You require health information or reassurance about what to do next

For less urgent health needs, you should still contact your GP in the usual way.

For more information please visit the NHS Choices website at [www.nhs.uk/111](http://www.nhs.uk/111)

If you have any questions about the introduction of the 111 service in Oxfordshire please email: [NHS.111@oxnet.nhs.uk](mailto:NHS.111@oxnet.nhs.uk)