



What to do when you're ill or hurt and need help fast, but it's not an emergency



Call 111



Call 111 the number for when it's not an emergency.

What is 111 and how does it work?



For times when you need medical help and advice from someone you can trust call 111.



111 is fast, easy and free.



You can speak to someone who is trained to help, like a nurse, doctor or even a dentist



They will ask you some questions about what is wrong and tell you what to do for the best.

How it works



Call 111.



Answer questions about what is wrong.



If you need an ambulance they will send one.



If you need expert help, for example from someone who knows more about what is wrong, they will get it.

NHS 111 service can also:



- Give you advice on how to look after yourself, so you can do what is needed yourself



- Give you advice you about self-care and may arrange for you to pick up medicine at a pharmacy near to you



- Book an appointment to see a dentist



- Book an appointment to see you GP



- Speak to someone who can provide mental health support



- Tell you if you need the A&E or an emergency department



- Book you into another NHS service

More information



- calls to 111 are free from mobiles and landlines



- 111 is open all day and night, every day of the year



- Deaf people can contact NHS 111 via www.nhs.uk/111 to connect to a British Sign Language (BSL) interpreter



- tell us if you need to speak to someone in another language



- you can find out more on our web pages **www.nhs.uk/111**.