Q1 Do you agree with Ofcom’s view that the proposed non-emergency healthcare service represents a justified use of a three-digit number? Please give reasons for your views.

No. The use of three digit telephone numbers should remain consistent with urgent or emergency attention, which is contrary to non-emergency health care service described. NHS Direct is easily identifiable in a non-emergency situation.

Q2 Do you agree with the DHs view that:

A) a three-digit number is the best choice for the proposed service and
B) of the three-digit numbers available, 111 is the best option?

Please give reasons for your views.

A) No - as above an 0800 number should be sufficient
B) the number one can be both visually and phonically indistinct. 222 or 444 would be clearer on both counts.

Q3 What are your views on the tariff options selected by the DH?

No opinion

Q4 Do you have any comments on the proposed notification of modification to the Numbering Condition in Annex 8 of this document:

None