

**RESPONSE**



**TO**

**A THREE-DIGIT NUMBER FOR NON-EMERGENCY  
HEALTHCARE SERVICES**

**BY**

**PATIENT CONCERN'S**

**SPECIAL ADVISORY TEAM**

**10 August 2009**

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**Question 1** Yes. Anything that simplifies and facilitates access to medical services is a good thing.

**Question 2** Yes. It is simple and easy.

**Question 3** Our preference is: a) free to all callers to maximize use  
b) flat rate 10p per call to avoid deterring people using it effectively

We do not want different rates for Brighton, Birmingham and Blackpool. It is a **National** service.

**Question 4** No.

#### **General comment**

The proposed number should also act as a portal for patients/carers/relatives/the general public wanting to register a complaint against a healthcare service or healthcare professional routing them to the right organization.

The current system is confusing with most people unable to identify the relevant options given the nature and target of their concern.