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Setting higher medical standards

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From The Registrar
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19th August 2009

Dear Ms Gannon

Re: A Three-digit Number for Non-Emergency Healthcare Services

The Royal College of Physicians is grateful for the opportunity to respond to the above consultation. We would like to make the following comments:

- Principle of '111' as entry into all healthcare services except emergencies is good. When urgent advice out of hours is currently required people experience difficulty obtaining the number they require.
- The tariff implemented must be broadly equivalent across all operators.
- There needs to be clear guidelines as to what constitutes a non-emergency and the type of services available.
- The goal should be enough well informed and trained staff to answer calls. Satisfaction with a single entry point will soon drop if callers are met by a multitude of touchphone options, extended renditions of Mozart and non-human voices.

I trust these comments will be of use.

Yours sincerely

Dr Rodney Burnham
Registrar

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