

Dear Elizabeth

On behalf of the Ambulance Service Network, I hope you will not mind me sending an email directly rather than completing the online consultation response form.

The Ambulance Service Network, the membership body for NHS Ambulance Service has approached some of its members with regards to the above consultation however to date, I have only heard back from one service who had said the following:

**Question 1: Do you agree that 116006 'helpline for victims of crime' should be 'freephone'?**

We are unsure of how this may be relevant to the Ambulance service and therefore unable to comment without further clarification as to its relevance. On a general point however, we know that disadvantaged / poor people have a tendency to phone 999 for healthcare connected issues simply because it is a free call. Given that, then making the crime number free may make inappropriate 999 callers to the Police use that number instead.

**Question 2: Do you agree that 116117 'non-emergency medical on-call service' should be 'free to caller'? Please give reasons for your views.**

We agree based on the factors stated and on the basis that this is a like for like service to the '111' service.

**Question 3: Do you have any specific comments on the proposed modifications to the Numbering Plan set out in Annex 6?**

**None**

I would be very grateful if you could let me know if any of these points could be taken into consideration.

Thank you.

Kind regards  
Sangeeta