

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. :

Yes. There is a lot of confusion for everyone as to where to go for help in situations which don't require a 999/112 call, yet are serious enough for the person to need quick advice.

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. :

Yes. A) It will be easy to remember, no-one remembers the NHS Direct number for instance even though it is short. B) 111 is very easy to remember. Even the cleverest amongst us in would find it difficult to remember a combination of different number even if there are only three of them. Eg ooh let me think was it 146 or 641 etc. When people are unwell or hurt or having a diabetic incident the simpler the number the better, and three identical numbers is the easiest option. It is also like the opposite of 999 in a way as it is the other extreme of available numbers on the keypad, which somehow makes it more memorable also.

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

I think the 111 numbers should be set at a standard price regardless of the way the number is called. If it is a mobile or landline call etc, there should be a blanket charge.

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

Sorry but that was a bit of nothing really, and doesn't mean anything to me, even after reading it.