

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. I believe the existing NHS Direct number is adequate. The money could be better spent promoting this number for non-emergency 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. :

No. The 111 number is only one digit different from the 112 number. The final digit is also immediately next to that of the alternate emergency number. I strongly believe that using 111 will result in a large number of misdialled calls to the emergency services.

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

I believe the existing NHS Direct number should be preserved. But if possible, a free tariff would be preferable as the NHS guiding principle is that it should be free at the point of service.

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

None.