

**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, too much use is made of emergency 'cover' by less critical users and this falls between 999 and the NHS Direct Service

**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. :**

A) Yes - confused/older persons would not need the added complexity of dialling a long complicated number and would even worry about cost.

B) Yes - it is simple, persons needing to call would find this an easy number to dial

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

If you want to promote the use of this service, charging seems inequitable. If this is to replace 999 calls made and saving achieved then a zero cost of call seems right. Equally, if this is to also reduce the costs and difficulty in dialling NHS Direct, then again there is no reason to charge.

However, I think there is the possibility that increased use may take the service beyond current budget. In the event a 08 number is used, perhaps there can be a guarantee that excess earnings are deployed or the charges reduced in subsequent years.

There has to be parity across telephone service providers even if a charge is agreed, albeit wrong for the reasons above.

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

No comment