

Reference the planned introduction of the 111 service.

Given the potential number of population who would attempt to make use of this service, would a single source of telephone contact - unless it is properly staffed at considerable expense- lead to unacceptable levels of queuing and waiting that would frustrate and produce a negative reputation?

Such results have occurred with similar public service telephone arrangement.

Has this service been tried and tested by a pilot scheme that has proven its effectiveness for if not, it should be a serious consideration.

Sincerely,

John Hindmarsh