

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. :

I see the logic and agree fully that this may give the public a direct, easily remembered opportunity to consult medical advise on urgent (non-emergency) matters. However, my reservations are two-fold. One: The whole definition of URGENT vs NON-EMERGENCY seems to be a bit of a grey area and this would need a specific public information bulletin and national campaign. My 2nd "concern" is detailed below.

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 three digit number is sound, easily remembered, however i am not sure if 111 is a good number as this can easily be mis-dialed in many modern mobile phones and in the same way as 999 can be dialled , it could result in many unnecessary calls. My suggestion would be something like 123 or 114 ?

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

These calls, if not free, should be a very basic MINIMUM charge, something like 3p per min?

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