

**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 agree that this does justify the use of a three digit number. This is because it will be easier for a larger group of people to remember and access. Currently visitors to our country do express confusion about how to obtain non urgent medical advice such a number would also resolve this.

**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. :**

I agree with the DHs view that a three digit number is the best.  
I have reservations about the number 111, although I appreciate that this is physically easier for many people to dial, the volume of accidental misdials i believe would be far higher particularly from the under 5 age range of our population and there is high potential for accidental dials from mobiles in the bottom of bags. My personal opinion is that 115 or 109 would eliminate this and be equally memorable, far more so than the current NHS direct number.

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

Any service that assists access to health care whether urgent or non urgent must be free to the caller.

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

No