

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 but only after considerable consultation and research. Not only with users but the obvious choice would be the previous Home Office team and five pilot areas who have already carried out extensive research and delivery of the single non-emergency number - 101.

It would seem a waste of time and public money to repeat the exercise.

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 re a 3-digit number

b) definitely not! 111 seems open to mis-dials - although your initial consultation with people would suggest an ill informed response. something like 119 would seem a much less risky choice. This would avoid wasted time of customer and advisers when it is misdialled.

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

I support a minimal fee of 10p as a deterrent to those who might misuse the service if free.

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

None.