

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. :

The UK has 999 and 112 as prime emergency numbers, The Single Non Emergency Number (SNEN) 101 has been trialled as a non-emergency service. One would suggest it was unsuccessful in customer take-up, and it should be noted that the Home Office decided to stop development of this proposed national system. and appears to have put it on hold ?

Use of 111 diminishes the potential resource of three digit codes for a purpose that has already been tried and seems to have failed.

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. :

Why will 111 work when the SNEN project failed to fulfil expectations.

SNEN was a Home Office initiative, which aimed to have an easy to remember 3-digit number (101), which the public could use to report non-emergency issues.

From an operational perspective, I do not believe that 111 is the best choice. as it is only a slight errored key press away from 112 the European wide general emergency number which is implemented in the UK.

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

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