

**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 - it should decrease the number of emergency calls made when people either can't remember their doctor's number but can remember 999.

**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 best (999 is very familiar), and people tend to remember numbers in threes (e.g. 118-118). Also, on a telephone 111 is easy to find (probably for blind people too?).

BUT ... what about Deaf people? There is nothing in the document about access for Deaf people to this service, most of whom already have difficulties getting access to healthcare services. How does this sit with the Disability Discrimination Act? I strongly consider that this should be looked at more rigorously so that Deaf people have equal access to healthcare facilities.

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

No view.

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

no