

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. The proliferation of 0845 and other special numbers means that it is progressively more difficult to remember a number in an emergency or urgent situation when people are flustered or confused. The efficiency of the 999 service would benefit from an easily remembered number.

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. :

People remember the 999 number and it is well-established. Of the three-digit numbers available, it is perhaps the easiest to link with the 999 service as both medical and urgent.

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

I favour the 3p a minute tariff. Life-threatening circumstances are covered by the 999 calls, urgent but not life-threatening are intended to take the pressure off other services and direct the person appropriately. Even a ten-minute call is not too expensive at the 3p rate, but discourages time-wasting because it does have a time-linked element.

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

No