

**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 more 3 digit numbers in place, the greater the chance of people getting confused. I believe we should just use 999 with the initial question being "is this an emergency or non-emergency call?" If we have adequate staffing levels and clear referral systems in place, 999 will be sufficient for all our needs. Having separate numbers for emergency and non-emergency services means that the caller has to make the decision about whether something is urgent or not- this decision should be made by trained healthcare professionals.

**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 3 digit number will be more easily memorised than a 6 digit number (+/- dialling code). 111 might lead to accidental phonecalls from unlocked mobile phones but is an easy number to remember. What happened to '101' ??

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

If people have to pay, will they be so likely to use this? If 999 is free but 111 isn't, would people just phone 999 (especially if they are then transferred to the correct department by the 999 staff, free of charge)?? If the idea of seeking advice through 111 is to reduce time with GPs and to reduce use of ambulance service etc then this should save the NHS significant amounts of money- why then should we pay for this??

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

No