

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. :

No

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. :

Providing a further helpline service for the general public when many avenues already are provided is not appropriate. Least of all a 3 digit number. The general public relate 3 digit numbers to emergency calls and this will only confuse issues. There is already out of hours GP and nurse services, as well as NHS direct. Unless you are planning to do away with NHS direct and change the medical help line service all together then I do not feel providing a further service is at all viable or worthwhile. I have worked in Accident and Emergency as a Sister for many years and now work for the District nursing service and my point of view comes from much experience of working with the general public and their relationship with the health service.

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: