

**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 use of a three digit number would improve access for patients looking for help with urgent / unscheduled care issues. This would help to reduce the less appropriate use of the 999 system and would ensure that patients are seen by the right professional first time.

**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. :**

Agree that 3 digit is easy to use and easy to remember.

111 has a feeling of being like 999 but with less urgency and I think this would work well.

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

I do not feel the call should be free as this would then impact on finances elsewhere in the health system.

I think a fixed rate of 10p would be my preferred option as you know exactly what has been spent when you call.

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