

NHS Direct 3 digit number consultation

There are already too many silly calls to the 999 number, introduction of the proposed 111 number will only add to that number and will be a rod for the authorities back.

The official definition for a 111 call is; “Urgent care treats patients who have an injury or illness that requires immediate care but is not usually serious enough to require a visit to an emergency room.” What would help is a few examples, don’t forget we would all define urgent in a different way. The more experience we have of situations the less we are likely to find them worrying or urgent. To try and illustrate the point I have tried to think of a situation I would regard as falling into the category which would cause me to dial 111. And have failed.

The other point that is unclear to me is the 111 number just for NHS use or will other services use it. If it is solely for NHS use then we ought to say so.

Hope this helps

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