

**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. :**

Agree.

A national service taking calls on the scale which might be expected should must represent a justified use.

**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) Yes

Main reason is that the use of 3 digit numbers are known in England and are easily memorable by members of the public.

B) Possibly.

Issues of easy misdial of 111 arose and possible use of 119 as alternative.

Other Comments

There were a number of points made in the documents which gave rise to other questions:

2.7 - What is local?

2.7 - Should the number be for health and social care?

2.8 - Is Spring 2010 realistic launch

Appendix 5

The DH paper gives a high level outline of what the service will do and how it will operate but there are no identified processes to comment on these or obtain further information.

This is a cultural change and will need extensive and prolonged "marketing".

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

Option 4 is preferred.

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

No Comments