

In reference to the above 3DN proposal, whilst I like many others would agree that the introduction of a standard 3 digit number would be of benefit, I am somewhat concerned that we do not confuse people by way of terminology.

I have heard this service referred to as a) Urgent care and b) non emergency

Whilst I like many others are quite clear on what is and not an emergency, I feel that there may lay in wait considerable confusion with the term 'Urgent care'. - Surely if a matter is urgent then it must be deemed that this should be dealt with by way of a 999 call!

My personal concerns are (as a father who has contacted NHS direct on a number of occasions), could there be a delay to someone needing (what I would call urgent assistance that can only be offered by a qualified paramedic on scene) if that person is unsure of which particular route to take ie 111 vs 999. Could you explain what if any safeguards are in place to identify incorrect selections and despatch of the appropriate service.

I personally (and I am not sure what if any this has on this particular proposal), would prefer, 2 standard numbers, a) 999 for urgent and b) 911 for NHS direct or non urgent.