

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. For me NHS Direct number easy to remember anyway but for others I don't think they know it or could remember it if they did! Care needed to ensure not likely to get confused with 112 (but it's not clear how many people know of 112 anyway - I only found out about it within the last month or so. Who would be responsible for publicizing and launch of new number? Needs good , clear national and local publicity - in this area some local social services have 'ads' on local radio which are very catching and this seems a good idea to catch the attention of a lot of people.

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. See 1 above.
- b. Not sure about this in view of possible confusion. mis-dialling between 111 and 112. I assume that it is intended to try to reduce unnecessary 112/999 calls but any confusion could lead to more not less.

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

I would prefer to see Option 1 but if this is not acceptable then Option 2 would be my preference. Option 3 could be very costly for callers especially if they are stressed, upset, suffering dementia etc as getting precise information from these people can be very time consuming.

In either of the above options there is equality as everyone is either not charged or pays only 10p.

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

Unfortunately the document I received did not include Annex 8 so unable o comment as time not available to look further for the document and reply within the deadline.