



What to do when you're ill or hurt and need help fast, but it's not an emergency



Call 111



Call 111 the number for when it's not an emergency.

What is 111 and how does it work?



For times when you need medical help and advice from someone you can trust call 111.



111 is fast, easy and free.



You can speak to someone who is trained to help, like a nurse, doctor or even a dentist



They will ask you some questions about what is wrong and tell you what to do for the best.

How it works



Call 111.



Answer questions about what is wrong.



If you need an ambulance they will send one.



If you need expert help, for example from someone who knows more about what is wrong, they will get it.

Or they may do one of the following:



- Send you a leaflet with more information about your problem



- Give you information on how to look after yourself, so you can do what is needed yourself



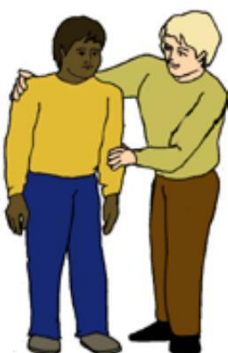
- Tell you what to ask for at a Chemist



- Send you to a dentist



- Send you to your GP



- Send you to receive mental health support



- Send you to your A&E, the emergency department at your local hospital



- Send you to a walk in centre



- Send you to a unit for small injuries.

More information



- calls to 111 are free from mobiles and landlines



- 111 is open all day and night, every day of the year



- the 111 textphone number for people who are deaf is 18001 111



- tell us if you need to speak to someone in another language



- you can find out more on our web pages www.nhs.uk/111.