



**When it's less urgent  
than 999**

If you need help fast but don't think it's a 999 emergency,  
you can now call NHS 111.



# What is 111?

NHS 111 is a new telephone service being introduced to help make it easier for you to access local health services. If you live in County Durham and Darlington, you can now call 111 when you need help fast, but it isn't a 999 emergency.



You can ring 111, 365 days a year, to reach a full range of local health services, including out of hours doctors, community nurses, emergency dental care and late opening chemists.

Calls from landlines and mobile phones are free – just like 999.

# When do I use it?

People should use the NHS 111 service if they need help or advice urgently but it's not a life-threatening situation.



You should call 111 if:

- **it's not a 999 emergency;**
- **you don't think it can wait for an appointment with your GP; or**
- **you don't know who to call for medical help.**

For less urgent health needs, you should still contact your GP or dentist in the usual way, and for immediate, life-threatening emergencies, please continue to call 999.

# How does it work?

111 will get you through to a team of highly-trained advisers, who are supported by experienced nurses. They will assess your symptoms and guide you to the right local service.



Wherever possible, the NHS 111 team will transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately – just as if you had originally dialled 999.

# Why should I use it?

NHS 111 is a fast and convenient way to get the right help – whatever your need, wherever you are, and whatever the time.

It can also help us to free up 999 and local A&E departments so that they can focus on emergency cases.

## What if I have already been given a number to call for a condition I have?

If you are already receiving healthcare and a health professional has given you a specific telephone number to call when you are concerned about your condition, please continue to use that number.



## What if I live outside of County Durham and Darlington?

The NHS 111 service is only available in County Durham and Darlington. If you are outside of this area, please contact NHS Direct on **0845 4647**.



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The NHS 111 service is currently only available to callers within  
**COUNTY DURHAM AND DARLINGTON**



[www.nhs.uk](http://www.nhs.uk)

