JUST THINK 111 FIRST

When you think you need A&E, contact NHS 111 by phone or online. We will help you right away. And if you need urgent care, we’ll book you in to be seen quickly and safely.
‘Help Us Help You’

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NHS 111 can help if you have an urgent medical problem and you’re not sure what to do.

To get help from NHS 111 you can:

• go to the 111.nhs.uk website (for people aged 5 and over only)

• call 111 by phone

If you’re Deaf and want to use the phone service, you can use the NHS 111 British Sign Language (BSL) interpreter service by visiting nhs.uk/111

You can also call 18001 111 on a textphone.

NHS 111 is open 24 hours a day, 7 days a week.

How NHS 111 works

You answer questions about your symptoms on the website, or by contacting a fully trained adviser by phone or BSL interpreter service.
Depending on the situation you will:

- be given a time slot if you need to go to A&E – this might mean you spend less time in A&E
- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be told how to get any medicine you need
- get self-care advice.

**Using the NHS 111 BSL interpreter service**

You can also get help from NHS 111 using a BSL interpreter by visiting [nhs.uk/111](http://nhs.uk/111)

This is a service that lets Deaf and hearing people communicate with each other.

Using your computer and webcam, or the app you can download via the website, you can make a video call to a BSL interpreter.

The interpreter will phone an NHS 111 adviser and relay your conversation with them.

The NHS 111 BSL interpreter service is open 24 hours a day, 7 days a week.

For more details or to contact the service visit [nhs.uk/111](http://nhs.uk/111)
Call 999 for life threatening emergencies

For life threatening emergencies you should still call 999. You can text the emergency services on 999 but you need to register your phone in advance. To find out more go to emergencysms.net

More information

For more information about the NHS 111 service go to nhs.uk/111

This information is available in this and other alternative formats from the website or by emailing Public Health England at partnerships@phe.gov.uk

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