OUT OF HOURS CARE

Please note that the new number to dial for GP Out of Hours is 111 and also that the NHS Direct number is no longer in use.

The new NHS 111 service is now available to all our patients. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones – just dial 111. This service will

- Replace the old out-of-hours phone number, you should dial 111 if you need medical advice when the surgery is closed.
- Replace NHS Direct, you should dial 111 if you need health information or advice
- Help you access the correct local urgent health care service if you need urgent care, at any time.

You can call 111 when you need medical help fast but it's not a 999 emergency. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

NHS 111 uses Type Talk for people who are hard of hearing, and has interpreters available for callers who do not speak English.

You can call 111 from anywhere in England.

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP practice or your local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999