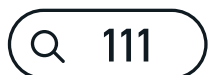


Large print version



## 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’**

**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.**

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](https://www.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](https://www.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](https://www.emergencysms.net)**

## More information

For more information about the NHS 111 service go to **[nhs.uk/111](https://www.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](mailto:partnerships@phe.gov.uk)**

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