

A large, white, bold, sans-serif number '111' centered within a yellow, rounded triangular shape. The background of the entire page is orange with a large, lighter orange, rounded triangular shape behind the '111'.

Large print version

Get to the help you need Use 111

If you need urgent medical help but you're not sure where to go, use 111.

Call, go online or use the NHS App.



111.nhs.uk

Get to the help you need – Use 111

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How to contact NHS 111

NHS 111 can help if you think you need medical help right now. We can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).

To get help from NHS 111 you can:

- call **111** by phone
- use **111** online at **111.nhs.uk**
- use the **NHS App**

111 online is for people aged 5 and over. If you need help for a child under 5 you should call **111**.

If you are a BSL user and want to use the phone service, you can use the **NHS 111 British Sign Language (BSL) interpreter service** by visiting **111.nhs.uk** or via the **NHS App**.

The interpreter will phone an NHS 111 adviser and relay your conversation with them. To use the service or to find out more including how to download the app visit **nhs.uk/111**

You can also call **18001 111** using text relay or a textphone.

If you need help in other languages call **111** and ask for an interpreter.

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

What happens when you contact NHS 111

When you contact NHS 111 you will be asked a series of questions about your symptoms.

You can answer the questions yourself or on behalf of someone else.

Depending on what you need, you might be advised to:

- go to A&E or be transferred to **999** in an emergency
- go to an urgent treatment centre
- contact your own GP surgery
- see an evening and weekend GP (out-of-hours GP)
- get a callback from a nurse, doctor or paramedic
- get urgent specialist support, for dental or mental health problems
- see a pharmacist for help with a minor illness
- look after yourself safely at home

You should still call **999** or go to A&E in an emergency when someone is seriously ill or injured and their life is at risk.

Call 999 for life threatening emergencies

Call **999** or go to A&E in an emergency when someone is seriously ill or injured and their life is at risk.

BSL users can make a free BSL video call to **999** using the **999 BSL Emergency Video Relay Service** website or app.

To use the service or to find out more visit **999BSL.co.uk**

Text relay users can call **18000** to contact **999**.

If you are deaf, have hearing loss, are a BSL user or have communication difficulties you can text **999** by registering your phone in advance. Find out more at **www.emergencysms.co.uk**

More information

For more information about NHS 111 and to find out more about the NHS App go to **nhs.uk/111**

Information from the NHS.