

**111** is a new number to call if you feel ill and your doctor's surgery is closed.

It is free to call





## We are called NHS 24



Our phone number is **111**. It is **free** to call.



You can phone us if you feel ill and your doctor's surgery is closed.



This may be at night or at the weekend.



Phone us if you need help before your doctor's surgery opens again.

You can also phone for someone else who is ill if they can't speak to us.



**But if you or someone else is very ill and needs help very quickly**

**Call 999 and ask for an ambulance.**



## **How can we help?**

We will tell you what care you can get.



We may say

- there is a doctor you can see that is still open



- you should go to hospital



- there are some things you can do to feel better.



## What will happen when you call 111?

1. You will hear a message. It will tell you what number to press for the help you need.



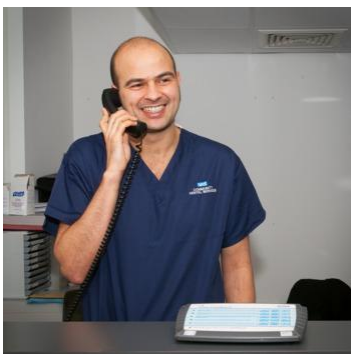
2. Then you will speak to someone.

They will ask you why you are calling.

They will ask you a few questions like

- your name and address
- your date of birth
- what number you are calling from
- who your doctor is

If you don't know, that is fine



3. Then you will be put through to the right person to help you. This could be a nurse or someone else

**If we are very busy we may need to call you back as soon as we can.**



There is more information on our website  
[www.nhs24.com](http://www.nhs24.com)