

Large print version



If you have an urgent
medical problem and
you're not sure
what to do

Go straight to



111.nhs.uk

**HELP US
HELP YOU**

KNOW WHAT TO DO

NHS ‘Help Us Help You’ know what to do

If you have an urgent medical problem and you’re not sure what to do, go straight to NHS 111

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 have difficulties communicating or hearing, you can:

- call **18001 111** on a textphone
- use the NHS 111 British Sign Language (BSL) interpreter service at **www.interpreternow.co.uk/nhs111**

How NHS 111 works

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. The phone service is open 24 hours a day, 7 days a week.

Depending on your symptoms you'll:

- 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 a textphone to contact NHS 111

If you have difficulties communicating or hearing, you can also contact NHS 111 by textphone on **18001 111**

Using the NHS 111 BSL interpreter service

You can also get help from NHS 111 using a (BSL) interpreter at www.interpreternow.co.uk/nhs111

InterpreterNow is a service that lets deaf and hearing people communicate with each other.

Using your computer and webcam, or the InterpreterNow app on your smartphone or tablet, you make a video call to a BSL interpreter.

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

The NHS BSL video relay service is open from 8am to midnight every day.

For more details or to contact the service go to the InterpreterNow website at:
www.interpreternow.co.uk/nhs111

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.org.uk

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 **enquiries@phe.gov.uk**

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