

Using NHS 111 for urgent medical help



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About NHS 111



NHS 111 can help if you need urgent medical help but you are not sure where to go.



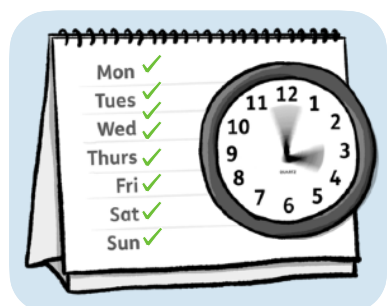
We can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).



You can get help from NHS 111 when you are hurt or ill and it is not an emergency:



- by calling **111**
- by visiting 111.nhs.uk
- by using the **NHS App**



You can contact NHS 111 any day, at any time.



Contacting NHS 111 is free, but you may need to pay for some things like prescriptions or dental treatment if you usually do.



In an **emergency**, you should call 999 or go to **Accident and Emergency (A&E)**.

An **emergency** is when someone is seriously ill or injured and their life is at risk.

What happens when you contact NHS 111



You can contact **NHS 111** by **phone**, **online** or via the **NHS App**.



You will be asked some questions about what is wrong.



Whichever way you contact NHS 111 you will be given help and advice about what to do next.



This could be telling you how to look after yourself at home or arranging for you to get medical help.

How NHS 111 can help you

Depending on what help you need, NHS 111 will tell you to:



- go to **Accident and Emergency (A&E)**, or put you through to **999** if it is an emergency



- go to an **urgent treatment centre**



- make an appointment with your own **GP**



- go to see an **out-of-hours GP** if it is the evening, weekend or a bank holiday



- wait for a **nurse, doctor** or **paramedic** to call you back



- go to an **emergency dentist**



- get **urgent support** for your **mental health**



- go to a **pharmacy** for some help or medicine



- **look after yourself** safely at home

Using NHS 111 if you have a learning disability or you are autistic



When you contact NHS 111, you can tell the person you talk to if you have a learning disability or you are autistic.



You can ask for them to make changes for you, like asking them to:

- speak slower



- use easier words



If you need help to contact NHS 111, you could ask someone you trust, like someone in your family or your support worker.

More information



You can find out more about NHS 111 on this website:

www.nhs.uk/111



The website also has information about how to use NHS 111 by text relay if you are deaf or use British Sign Language (BSL).



You can also tell NHS 111 if you need to speak to someone in another language.



Remember, you can contact NHS 111 any day, at any time.

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