



Practice
Plus
Group



Learn more about 111: The NHS non-emergency number

Dalvinder Jammu

**Patient Engagement & Stakeholder Lead –
London IUC**

Practice Plus Group

*Working with patient groups as well as internal and external stakeholders
on improving and innovating the South West London IUC Services*

- Each year the NHS provides around 110 million urgent same day patient contacts.
- Around 85 million of these are urgent GP appointments.
- The rest are Accident and Emergency (A&E) or minor injuries type visits.
- NHS England estimates that up to 3 million people who attend A&E each year could have their needs addressed in other parts of the urgent care system.
- A&E departments at hospitals are under significant pressure!

What is NHS 111 ?

- 111 is a national service that is delivered locally by many different providers – it is not a single central service.
- The NHS 111 service is provided by teams of trained health advisors, nurses, GPs and paramedics.
- They assess patients' symptoms and provide advice or direct them to the most appropriate care.
- NHS 111 provides alternatives for going to A&E, for minor ailments or for when your GP is busy or closed.

What is NHS 111 ?

111 is a phone number you can call for advice if you feel unwell but it is not an emergency.

111 is free to call from landlines and mobile phones.

Or you can visit online at 111.nhs.uk or use the **NHS app**.



The service is available 24 hours a day, every day of the year.

When to use 111:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to the emergency department or need another NHS urgent care service
- to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next



**Telephone
assessment:**
24/7 (365)
weekdays &
weekends



Home visiting:
weekday
evenings,
overnights &
weekends

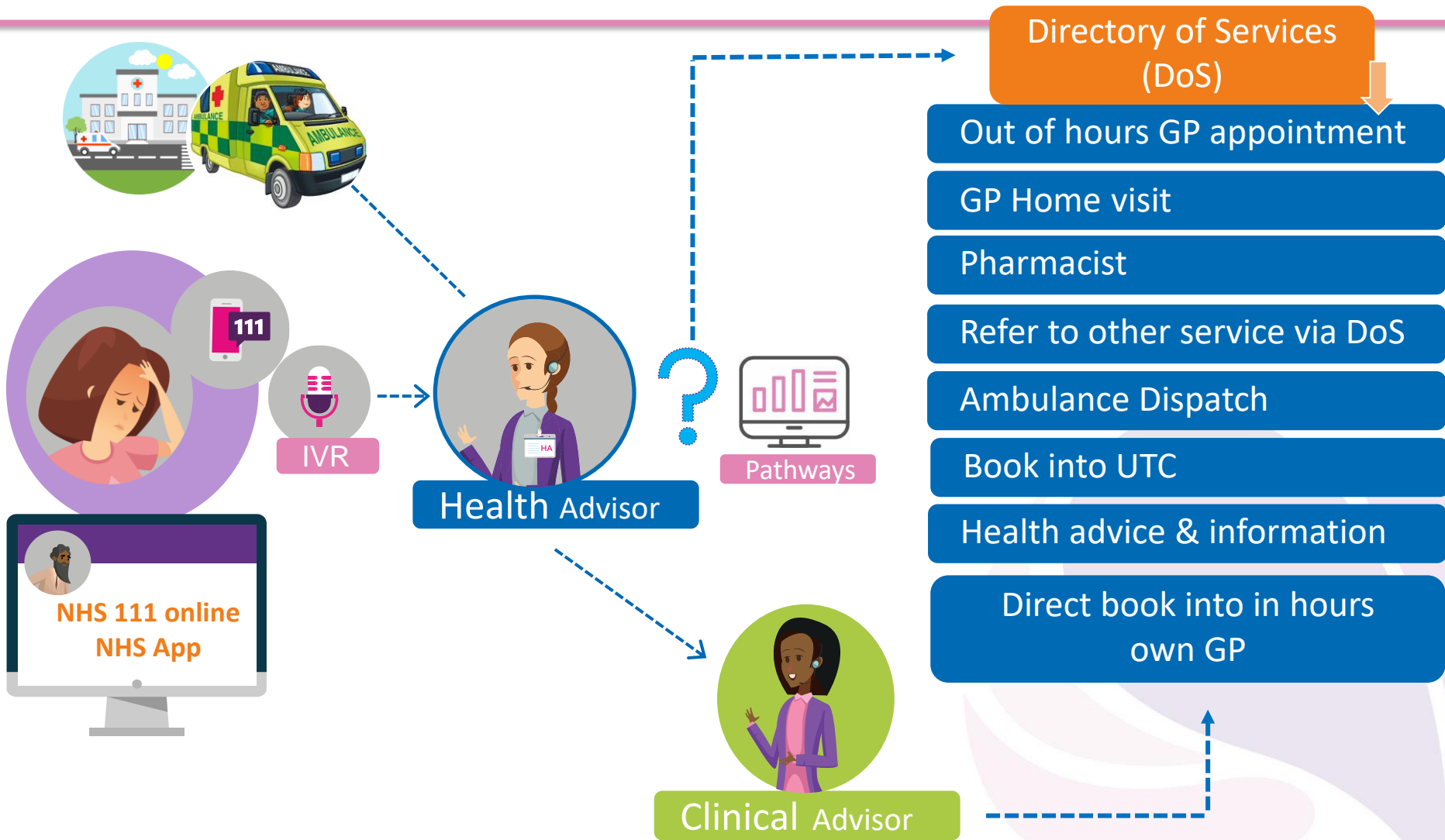


Primary Care Clinics:
weekday evenings,
overnights &
weekends
(bases)

Depending on what you need, 111 can:

- arrange for you to see a GP in the evening or weekend at a Primary Care Centre
- arrange for a GP to visit you at home
- book a call back from a nurse or GP
- arrange for you to see a pharmacist for prescriptions or help with a minor illness
- provide advice to look after yourself safely at home
- provide health information
- request an ambulance to take you to hospital
- advise you to call 999 or go to A&E in an emergency
- advise you to go to an Urgent Treatment Centre
- refer you to other services
- get urgent specialist support, for dental or mental health problems
- contact your own GP surgery

111: the NHS non-emergency number



What happens when you call, 111:

- You will hear a recorded message (IVR) and choose an option
- A health advisor (non-clinical) will answer your call, take your details, and ask why you are calling
- The length of the call will vary depending on your needs
- They will ask you a lot of specific questions – some of these may not seem relevant – but they are needed to achieve the correct disposition for your treatment
- Each question rules out a condition type dependant upon your symptoms
- You will be given an outcome – what you need and when you need it by
- This is determined by what you tell the health advisor and the disposition reached
- Health advisors have access to clinical support 24/7
- You may need to wait for a call back from a GP or nurse

Waiting for a call-back from a 111 nurse:

- Depending on your symptoms, you may have been offered a call back from a nurse when you used 111. You cannot request one.
- The time you will wait is based on the symptoms you told 111 about. The call back service is usually busier at weekends and on bank holidays.
- People with the most serious symptoms are called back first.

If you booked a call back using 111 online:

- The confirmation page describes what will happen next and what you should do if your symptoms get worse while you are waiting.

If you are waiting for a call-back from the 111 telephone service:

- You are in a queue. You do not need to contact 111 again unless your symptoms have changed or got worse.

If your symptoms get worse while you are waiting:

- Call 111 for children under 5. Anyone over the age of 5 can check their symptoms online or call 111.
- If you have signs of a life-threatening illness or have tried to end your life, call 999 now.

If you miss the call:

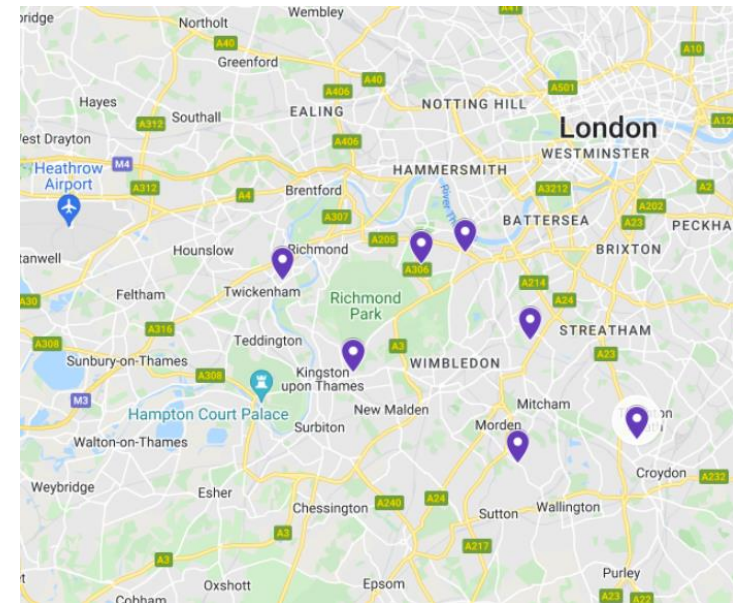
- A nurse will try and call you up to 3 times. If they cannot contact you they will leave a message, but you will not be able to call them back.
- You will have to use 111 online or call 111 again and start from the beginning.

You cannot cancel the call:

- A nurse needs to check you're ok. If you feel better or have got help elsewhere, tell the nurse when they call.

South West London OOH Primary Care Clinics (PCC)

1. **Sutton:** St Helier – Ferguson House, St Helier Hospital, Wryth Lane, Sutton SM5 1 AA
2. **Merton:** St George's - St James' Wing Outpatient Department, Blackshaw Road, London SW17 0QT
3. **Kingston:** Kingston – Phlebotomy Department, Kingston Hospital, Galsworthy Road, Kingston-Upon-Thames KT2 7QB
4. **Wandsworth:** Queen Mary's – Urgent Treatment Centre, Queen Mary's Hospital, Roehampton Lane, SW15 5PN
5. **Richmond:** Oak Lane Medical Centre, 6 Oak Lane, Twickenham, TW1 3PA
6. **Croydon:** Croydon University Hospital, 530 London Road, Thornton Heath CR7 7YE (in partnership in AT Medics).



Other ways to contact 111:

Text relay: Call 18001 111 using text relay, 24 hours a day.

British sign language (BSL): Use signvideo.co.uk/nhs111

Help in other languages: Call 111 and ask for an interpreter.

Mental Health Support: NHS 111 *2

Covid Support: NHS 119

How to get urgent medical help elsewhere in the UK

- Scotland – [NHS 24 111](#)
- Wales – [NHS 111 Wales](#)
- Northern Ireland – [nidirect: advice about illnesses and conditions](#)

How to make a complaint: [NHS England: Feedback and complaints about NHS services](#)

NWL/SWL Patient Engagement (PE) Overview

January 2025 (Q2) Y2

Patient Education Workshops

Begun to deliver holistic patient education workshops in communities to increase understanding and appropriate use of 111/OOH across NWL and SWL.

Aim is to educate patients on the benefits of using NHS 111 and to give them a fuller understanding of all the things 111/OOH can do for patients.

This particular workshop was for the Older Hong Kong community in Sutton and was delivered with a Cantonese translator and with presentation and questionnaires translated into Cantonese.



NWL/SWL Patient Engagement (PE) Overview

January 2025 (Q2) Y2

Patient Education Workshops


Outcomes for the workshop:

- 100% of attendees felt they had a better understanding of NHS 111
- 100% of attendees felt they were more likely to use NHS 111 if they had an urgent health problem
- 92% of attendees either Strongly agreed or Agreed that NHS 111 would be able to help them with an urgent health problem

Prior to attending the workshop:

- 75% Did not know you could access GP support through NHS 111
- 32% Did not know you could access Out of Hours support through NHS 111
- 100% Did not know you could access Home visiting support through NHS 111
- 92% Did not know you could access Pharmacy support through NHS 111
- 67 % Did not know you could access Health information through NHS 111
- 100% of attendees were Very Satisfied with the delivery of the NHS 111 workshop

Patient Feedback

North West London

Have you used the NHS 111 or Out-of-Hours service?

What was your experience?

Whatever kind of experience you have had with our services or staff, we would love to hear from you. Please give us your feedback on any improvements, concerns, or compliments you have.


Please use the link below or scan the QR code to complete our survey.

NHS 111 – makeusbetter.net/london111/


NHS Out of Hours - makeusbetter.net/outofhours/

If you would like a paper copy survey to complete, have any queries, or would like to become a patient representative you can contact us at ppg.feedback.nwluc@nhs.net





NHS 111
feedback



Out-of-hours
feedback



Out Of Hours (OOH) Feedback survey

Complete a short survey about your experience.

makeusbetter.net/outofhours/

Whatever kind of experience you have had with our services or staff, we would love to hear from you.

Please give us your feedback on any improvements, concerns or compliments you may have.

If you would like a paper copy survey to complete, have any queries, or would like to become a patient representative you can contact us at:

North West London:
feedback.nwluc.nhs.net
South West London:
feedback.swluc.nhs.net



Have you used the out of hours service?

Was it helpful?

Did you get the support you felt you needed?



Scan for survey

PPG1971 Jan 24 (0439)

SWL IUC Pathway

In an Emergency
**CALL
999**

Call handling with
Clinical Support &
Assessment



**CALL
111**

when it's less
urgent than 999

Call handling with
Clinical Support

Ambulance Dispatch

Improved integration

Self Care

Clinical Assessment Service
including face to face urgent care

TRIAGE



ED VALIDATION

OUT OF HOURS

TRIAGE



CLINICAL
SITE
(PCC)



HOME
VISIT

Primary
Care

Dental &
Pharmacy

Mental
Health

Community
Teams

Social
Care &
Voluntary
Sector



Treat at
home



ED
UTC
SEDEC