



If you are ill or hurt and need help fast, but it is not a 999 emergency, use NHS 111

Go to [111.nhs.uk](https://111.nhs.uk)  
or call 111



EasyRead version

# How to contact NHS 111 first



If you need medical help or advice contact 111 first.



You can contact NHS 111:

- online at **111.nhs.uk**



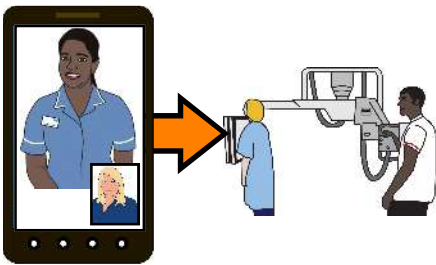
- by phone on **111**



The people at NHS 111 are trained to help you, like a nurse, doctor or even a dentist.



You will be asked some questions about what is wrong and be told what you need to do.



If you need expert help, for example from someone who knows more about what is wrong, they will make sure you get the help you need.



NHS 111 is fast and free to use.



If you have a learning disability, or you are autistic, you can tell the person you are talking to and ask for reasonable adjustments to be made.



You can ask the person to:

- speak more slowly

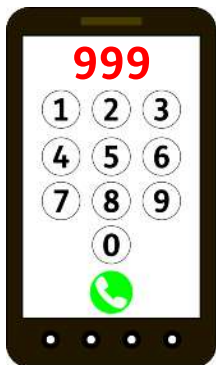


- use less complicated language



You can also ask someone – like a family member or support worker – to help you make the call or make the call for you.

# How NHS 111 can help



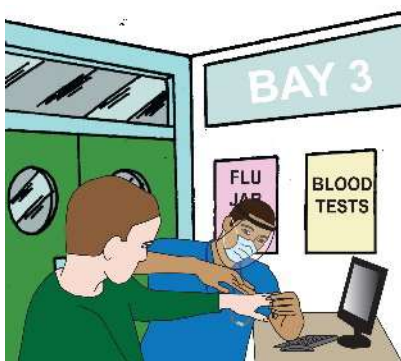
If you think you have a life-threatening illness or injury, call 999.



NHS 111 can also send an ambulance if you need one.



But if you are not sure what to do or think you need to go to A&E, NHS 111 can book you in to be seen quickly and safely.



You can still go straight to A&E but you may be able to get help quicker if you contact 111 first.



Other things NHS 111 can do to help:

- book an appointment for you to see a GP



- book an appointment for you to see an emergency dentist



- help you speak to someone who can provide mental health support



- book you into another NHS service



- arrange for you to pick up medicine at a pharmacy near to you



- give you advice on how to look after yourself, so you can do what is needed



If you need to go to a hospital or to see a doctor or a nurse, everything is being done to keep you safe from coronavirus.

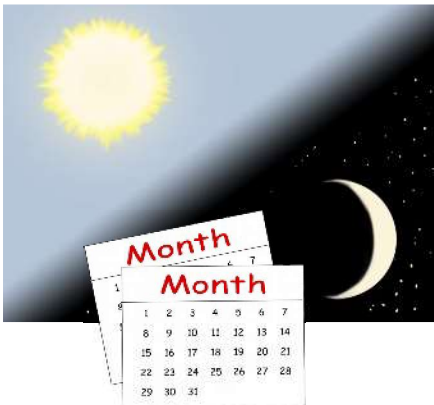
# More about NHS 111



You can find out more about NHS 111 including how to use NHS 111 if you are deaf at [nhs.uk/111](https://www.nhs.uk/111)



Tell us if you need to speak to someone in another language.



NHS 111 is free to use and open all day and night, every day of the year.

## Credits



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[www.inspiredservices.org.uk](https://www.inspiredservices.org.uk)

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