

Introducing NHS 111 online in Stockport

From 23 July 2018 patients in Stockport will be able to access the same urgent medical advice from the 111 phonenumber online at 111.nhs.uk.

This is a new, national service which provides a fast and convenient digital alternative to the phonenumber and helps to manage increasing demand on 111 telephone services. It has been developed in response to user feedback and insights from patients who have accessed other emergency care services.

111 online helps people get urgent healthcare using their smartphone, laptop or other digital device. People answer questions about their symptoms and receive tailored advice on what to do next and where to go.

If appropriate, the service will also arrange for them to receive a call back from a nurse, doctor or other trained medical professional.

Initially, people will be signposted to the service via a recorded message and optional text message when they call 111.

If you would like to find out more about 111 online, please contact CCG Communications via stockportccg.communications@nhs.net.

Questions & Answers

How does 111 online work?

People visit 111.nhs.uk, enter their age, sex, postcode and main symptom and are then taken through a series of questions about their symptoms. These questions are similar to the ones asked on the phone. Once they have answered the questions, they will then be told what to do and where to go, including whether they need to see a GP or seek urgent care.

In some areas, people will also be able to arrange a call back from a nurse, doctor or other trained medical professional through the online service.

Please note: NHS Digital is supporting the roll out of 111 online using a phased approach of increased functionality. This means that in the short term there may be limited opportunity for patients to receive a call back from a clinician, but we are working to test and implement this functionality over the coming months. In the meantime, patients will always be directed to the most appropriate service for them.

How will people find out about the service?

Initially, people will be directed to the online service through a recorded message and/ or a text message when they call 111.

The NHS 111 online will also be promoted through digital and social media channels, local media and via display screens (Life Leisure and some GP Practices).

What are the benefits?

111 online provides an option for people who would like to access the 111 service online and support the uptake of digital services for people to manage their own health and care. It is fast and convenient and has been introduced to help to manage increasing demand on the 111 phonenumber and allow patients to get the right care at the right time for them.

Questions & Answers (Cont.)

What if people don't agree with the outcome?

If people would like further advice, they can still call 111; contact a pharmacist or their GP practice.

Will people still be able to use the NHS 111 telephone service?

Yes – the 111 phone service will still be available. 111 online simply provides an additional way of accessing the same service as the phonenumber.

Can anyone use the service?

The 111 online service is not available for under 5s. People looking for urgent medical help for under 5s should use the 111 phonenumber.

Can people access the service from anywhere?

The 111 online service will be available for people in Stockport from 23 July 2018. People will be able to access the service from wherever they are, by entering their postcode into the postcode finder at 111.nhs.uk.

The service is currently being rolled out across the country and the aim is for everyone in England to be able to access the full 111 online service by the end of the year.

Does the online service store personal details or information?

In order to use the service and receive advice about their symptoms, people need to enter their postcode (to get help in the right location) and their age and sex (so the right medical questions are asked.) If they choose to book a call back from a local health service, they will need to enter contact details to arrange this.

NHS Digital keeps information that can identify people for 8 years for audit purposes only and then securely deletes it. The privacy policy at 111.nhs.uk describes what information is collected and how this is stored.

How can people feedback about the service?

Further feedback and comments on the service can be directed to CCG Communications via stockportccg.communications@nhs.net.

There is also a link to a feedback form at each stage of the online service, which will be sent directly to the national team.