

111 - PRESS '0'

End-of-Life Care Patients

Information for Healthcare Professionals

NHS 111 Wales will trial a new telephony option for patients who are in their last days or weeks of life and require urgent care. 111 Press '0' will go-live at **midday on Thursday 6th April.**

111 Press '0' will help patients and carers have their call answered more quickly, particularly during busy periods such as evenings, weekends and Bank Holidays.

Please note: this option will not be advertised publicly. Healthcare Professionals are expected to give this option to patients who are receiving End-of-Life care. This process should only be used and shared for End-of-Life care access to 111 and not for any other reason.

Who should I give this number to?

- ✓ Patients and their Families who have been assessed by a Health Care Professional as being in their last/ days or weeks of life

How does this work?

1. Dial 111
2. Select preferred language (Welsh option 8, or English option 9)
3. Once you have selected your preferred language **PRESS '0'**
4. If option '0' is selected incorrectly, an automated message will advise on how to return to the main menu.