

NHS 111

NHS 111 and [NHS 111 online](#) is the free telephone service when you need medical help fast but it's not a 999 emergency.

[NHS 111](#) is the non emergency number to call when you need medical or dental help fast but it's not a 999 emergency. Available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You can use [NHS 111 online](#) (for people aged 5 and over) to access advice and request a call.

In an emergency call the Emergency Services on 999.

When to use NHS 111

Call NHS 111 [or use the website](#) if you:

- need medical help fast but it's not a 999 emergency
- think you need to go to [A&E](#) or need another NHS urgent care service
- don't know who to call or you don't have a GP to call
- need health information or reassurance about what to do next

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way.

What happens when you use NHS 111

NHS 111 telephone advisers are supported by experienced nurses and paramedics. They ask you questions to assess your symptoms. Then give you advice or direct you to the local service that can help you best. That could be A&E, an [out of hours](#) doctor, an [urgent care centre](#), a community nurse, an [emergency dentist](#) or a late opening chemist. If they think you need an [ambulance](#) they will immediately arrange for one to be sent to you.

You can use their [British Sign Language interpreter service](#) using a webcam to make a video call from 8am to midnight. The interpreter relays your conversation to the NHS 111 adviser.

[NHS 111 online](#) (for people aged 5 and over) asks you questions about your main symptom and then tells you:

- where and when to get help
- that you will be contacted by a nurse if needed
- how to arrange an emergency prescription if you have run out of medication

NHS 111 is operated by [North East Ambulance Service \(NEAS\)](#)

Services you can access through NHS 111

- [Emergency Dentist](#)
- [Out of hours GP Service](#)
- [Eye Casualty](#)

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Website: www.nhs.uk/111

Helpline: 111

Free to call from landlines and mobiles. Translators are available. Say the language you need when you call.

Textphone: 18001 111

Website 2: <https://111.nhs.uk/>

Opening Hours: 24 hours a day, 7 days a week.

Cost: Free

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