Information NOW
Information for people in Newcastle upon Tyne

NHS 111

NHS 111 is the free telephone service when you need medical help fast, but it's not a 999 emergency. They can help you with medical, dental and mental health problems quickly. Open 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

In a mental health crisis: you can call NHS 111 and select option 2 for urgent mental health support.

British Sign Language (BSL) speakers: can make videos calls using SignVideo.

Need an interpreter: say the language you need when you call

NHS 111 online is for people aged 5 and over, to get advice and request a call back.

> **In an emergency, if someone's life is in danger 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
- need help with a mental health crisis

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.

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)**

Mental health crisis support from NHS 111

When calling NHS 111 you will be offered the option to press 2 if you need crisis mental health support. When you choose option 2 you will be put in contact with mental health advisors, who will be supported and supervised by trained mental health clinicians.

The service is for people of all ages, including adults, children and young people.

Services you can access through NHS 111

- **Emergency Dentist**
- **Out of hours GP Service**
- **Eye Casualty**
- mental health support

Last updated: September 20, 2024

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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Heatstroke

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