



North West London NHS 111 - FAQ

1. What is NHS 111?

- NHS 111 can help if you have an urgent medical problem and you're not sure what to do – 24 hours a day, 7 days a week. It directs you to the right local service, first time.
- Get help online by going to <https://111.nhs.uk>
- Calling 111 from a telephone, **which is free**
- Depending on the situation you will:
 - Find out what local service can help you
 - Be connected to a nurse, emergency dentist, pharmacist or GP
 - Get a face to face appointment if you need one
 - Be told how to get any medicine you need
 - Get self-care advice
- More information on NHS 111 can be found at:
 - <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>
 - <https://www.youtube.com/watch?v=CMePMsS9KT8>

2. What is North West London NHS 111?

- Provides access to urgent care services for the people of: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea, Westminster.

3. What information can NHS 111 see about me?

- NHS 111 can see your summary care record, including information relating to allergies, basic medical history. – Unless you've advised your GP that you do not want to share this.
- NHS 111 can also see your Special Patient Notes: these are instructions from your GP and advise NHS 111 of any key important information. E.g. if you have a care plan in place.
- Calls to the NHS 111 phone service are recorded. A record is kept of all contact with NHS 111 and stored securely by the NHS. This information is only shared with others directly involved with your care.

4. Am I being assessed differently if I use NHS 111 online compared to NHS 111 by telephone?

- No – NHS 111 and NHS 111 online both use the same NHS triage software to assess your symptoms.



5. Does everyone have equal access to NHS 111?

- Yes - We want to make sure that NHS 111 in North West London meets the needs of everyone, including the following groups:
 - Parents / guardians with young children
 - Young adults/ 16-35-year old
 - Black and Minority Ethnic (BAME) people
 - People who speak English as a second language
 - People with hearing or visual impairments
 - Carers
 - Homeless people
 - Travelling Community
 - Older adults (particularly from BAME groups)
 - LGBT

6. How will people know what languages are available and how to access 111 if English is not their first language?

- When you call NHS 111 ask for a language line interpreter (state your language) and NHS 111 will arrange for an interpreter.
- When you use NHS 111 on line you can choose to have questions in another language.

7. How do I access NHS 111 if I have a hearing impairment?

- You can call NHS 111 using Next Generation Text Service:
 - <https://ngts.org.uk>
- BSL – From 8am to midnight, you can use your computer and webcam to connect to NHS 111 via a BSL interpreter:
 - <https://interpreternow.co.uk/nhs111>

8. What other urgent care services are available?

- **GP Extended Access;** if you need an extra evening, early morning or weekend appointments, call your GP surgery when it is open. Patients will be able to see a doctor, nurse or other member of the practice team at a time convenient to them either at their own surgery OR at a neighbouring surgery.
- **GP Out of Hours:** if you need a GP and your surgery is closed call NHS 111 or NHS 111 on line for advice. It directs you to the right local service first time.
- **Urgent Treatment Centres (UTCs) previously Urgent Care Centres:** UTCs provide face to face treatment for urgent health conditions where a person goes if they need urgent medical attention, but A&E is not the right place for them. UTCs will bring an improved level of fast and efficient urgent care. Opening hours may vary.

9. Why is an Urgent Care Centre going to be called an Urgent Treatment Centre?

- Patients told us that an urgent care centre is confusing because care is linked with adult social care, not health. Patients are also more likely to link an urgent treatment centre with health.