

Frequently Asked Questions (FAQs)

Isn't 111 just a rebrand of NHS Direct?

What health care services will be covered by 111?

Will patients be able to use 111 to book GP appointments?

When will the 111 service be launched?

How much will it cost to dial 111?

Who is handling the 111 calls?

What areas will be covered by the 111 service?

Isn't 111 just a rebrand of NHS Direct?

The new 111 urgent care service is very different to NHS Direct as it is able to connect patients straightaway to the care service they need through a database of over 1,000 health services in Merton – usually without the need for a call-back.

What health care services will be covered by 111?

The new 111 service is able to access out of hours medical care, doctors, community nurses, emergency dental care and late opening chemists as well as the ambulance service and accident and emergency departments.

Will patients be able to use the 111 service to book appointments with their GP?

Not at the moment. The 111 service will not be able to book GP appointments for patients, nor will be able to bypass primary care for patients. Call handlers will advise patients to contact the practice directly. However, this may change once the service is available around the country.

How much will it cost to dial 111?

Dialling 111 is FREE from landlines and contract mobile phones. It is also free to call 111 from Pay as You Go mobile phones but currently they must have a balance of at least 1 pence (which will not be taken). The 111 service is also available for the deaf and hard of hearing via typetalk on number 18001 111.

Residents or carers calling from out of the Merton area need to dial 020 3282 1050 – *Calls to this number are charged at your network's standard rates.*

Who is handling the 111 calls?

A highly trained and experienced team of health advisers who are supported by a team of clinicians.

What areas will be covered by the 111 service?

Residents can dial 111 for urgent care services throughout Merton. The service will also be available across London from April 2013 and around the country from October 2013.

For more information on NHS 111 please go to: www.nhs.uk/111 where you can also download the NHS 111 leaflet in other languages as well as an easy-read leaflet.