

## **NHS 111 Service**

### ➤ **What is NHS 111?**

You can call 111 when you need urgent dental help. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you dental advice and direct you to someone who can help you, like an out-of hours Dentist.

This service is available to all our patients 24 hours a day, 365 days a year, anywhere in England. Calls are free from landlines and mobile phones. This service will:

- Replace the old dental out-of-hours phone number. Dial 111 if you need urgent dental advice and health information when the surgery is closed
- Help you access the correct local urgent health care service if you need urgent care, at any time

NHS 111 uses Type Talk for people who are hard of hearing, and has interpreters available for callers who do not speak English.

### ➤ **When do I use it?**

You should use the NHS 111 service if you urgently need dental help or advice but it's not a life-threatening situation. Call 111 if:

- You need urgent dental help
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a dentist to call
- You need health information or reassurance about what to do next

For less urgent health needs, contact us at the practice in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.