**PPG NEWSLETTER ON 111 & 999 SERVICES**

**In a life-threatening emergency,** ring **999**, say whether you need Police, Fire or Ambulance services, and why, then say your name and where you are.

**If you’re ill or hurt and need help fast, but it’s not an emergency**: Call **111**, which is easy, available all the time, free, and usually fast. They’ll ask you about what’s wrong then tell you what to do for the best. If you need expert help, for example from someone who knows more about what’s wrong, you can speak to someone trained to help, like a nurse, doctor, or a dentist, optician, or chemist (pharmacist). If you need an ambulance they’ll send one.

The 111 service can also:

Advise how to do what is needed yourself.

Advise you about self-care and may arrange for you to pick up medicine at a pharmacy near to you.

Book an appointment to see a dentist.

Book an appointment for you to see your GP.

Let you speak to someone who can provide mental health support.

Tell you if you need to go to the doctor-led Urgent Care Centre at Solihull Hospital (for which 111 can pre-book an appointment for you) or to the Minor Injuries Unit at Solihull Hospital.

Tell you if you need to go to the main A&E department at Heartlands Hospital.

Book you into another NHS service.

More information:

* Deaf people can contact NHS 111 via [www.nhs.uk/111](http://www.nhs.uk/111) to connect to a British Sign Language (BSL) interpreter.
* Tell 111 if you need to speak to someone in another language.
* You can find out more on web pages www.nhs.uk/111

**If it’s neither an emergency or urgent, contact your GP practice or pharmacist**.

---------------------------------------------------------------------------------------------------------

Alistair Maclachlan, PPG Chair