



The NHS non-emergency number

NHS 111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, making it easier for you to access urgent healthcare services when you need medical help fast.

It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When should you call 111?

- You need medical help fast, but it's not a 999 emergency;
- You don't know who to call for medical help or your cannot access your own GP;
- You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate; or
- You require health advice or reassurance about what to do next.

How does it work?

When you call 111 you will be assessed by fully trained advisers who are supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you straightaway to the local service that can help you best. If the NHS 111 team think you need an ambulance, they will send one immediately.

Clinical Assessment Service

In Lincolnshire, NHS 111 is supported by a local team of clinicians who will pick up all calls into the 111 service that require clinical input. They are able to discuss the patient's medical needs, and if appropriate, arrange treatment and/or refer the patient onwards to the most appropriate service within the county.