

# An accessible 111 service



## British Sign Language (BSL) speakers

The 111 service is a predominantly telephone based service. If you are D/deaf or hard of hearing and use BSL and have access to the internet, you can access the free BSL/English interpreter relay service between the hours of 8:00am and midnight. Visit [interpretnow.co.uk/nhs111](https://www.interpretnow.co.uk/nhs111) or install the Interpret Now App on your smartphone to gain access to the NHS 111 service.

## People with learning disabilities

Someone who has learning disabilities, who has never accessed the 111 service before, might not know what to expect or need some additional support. NHS England has commissioned a video helping to explain what to expect when making the call. The video is available either [www.england.nhs.uk](https://www.england.nhs.uk) or can be found on YouTube; just search NHS 111 An Inclusive Service.

## Text relay service

If you already use the free text relay service, you may already be aware that this can be used to contact the 111 service through a text relay operator. From any text phone, simply dial 18001 111 and your call will be automatically routed through a text relay operator. More information about text relay services can be found at [ngts.org.uk](https://www.ngts.org.uk)

## Other languages

If you do not speak English, don't speak it very well or would prefer to have someone interpret the conversation between you and the 111 advisor, you can request this or ask someone to request it for you when calling 111. The 111 advisor will arrange for an interpreter to call you back to relay the conversation.