

Did you know there is a Video Relay Service for contacting **NHS 111**?

What is NHS 111?

NHS 111 is the non-emergency medical advice telephone service. It's fast, easy and free. You can call 111 when you need medical help fast but it's not a 999 emergency.

How do I call NHS 111 if I'm deaf?

Deaf people who use British Sign Language can access NHS 111 using the NHS 111 Video Relay Service (VRS). You make a video call to a BSL interpreter. The BSL interpreter then calls an NHS 111 adviser on your behalf, and you have a real-time conversation with the adviser via the interpreter.



The VRS interpreter relays your conversation with the NHS 111 call handler

How do I access the NHS 111 Video Relay Service?

You can use the NHS 111 VRS on a computer with a webcam, or the InterpreterNow app on a smartphone or tablet. The app is available from Google Play and the Apple App Store. You need to have a good broadband connection of course.

To make a video call using a PC, go to www.nhs.uk/nhs111 and follow the links in the section "How do I access NHS 111 if I am deaf?" You won't need to download any software as the video call is made through your web browser

(such as Internet Explorer, Chrome, Firefox and Safari).

To make a video call using the InterpreterNow app on your smartphone or tablet, open the app, sign in, and tap the "NHS 111" button in the list of services.

What can the NHS 111 team do?

Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one.

NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary.

What should I do now?

Have a look at these signed videos with subtitles. They will help explain NHS 111 VRS and you can see the experiences of two people who've used it.

NHS 111 VRS video:

<https://youtu.be/400js0832Ng>

NHS 111 VRS Case Study – Lisa:

<https://youtu.be/rIRXcE6RFIA>

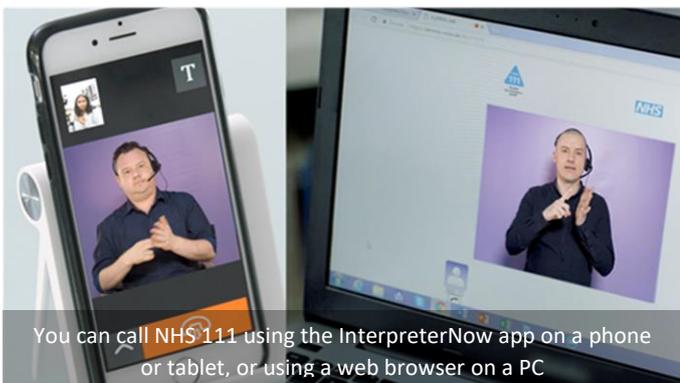
NHS 111 VRS Case Study – Collette:

<https://youtu.be/ThsV80TcHWU>

Then why not download the InterpreterNow app onto your smartphone or tablet? Also bookmark the NHS 111 web page on your laptop or PC. That way it'll be there if you need it.

You can find more information, in BSL and English, about using the NHS 111 VRS at:

<https://www.interpreternow.co.uk/nhs111>



You can call NHS 111 using the InterpreterNow app on a phone or tablet, or using a web browser on a PC



Scan this QR code to see a short video in BSL about NHS 111.

scan here for BSL

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