

# Get in the Know

## about getting urgent help.

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. They can help you online or over the phone, 24 hours a day, seven days a week. They can advise you how to treat minor problems yourself at home or, if needed, they can connect you to a medical expert, arrange a face-to-face appointment at a local service or tell you how to get any medication you need.

NHS111 is the first place to go for urgent care.

The NHS 111 online service is the easiest way for you to get the treatment you need, and in the right place.

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#### NHS 111 online can also:

- Tell you where to get help for your symptoms
- Direct you to urgent treatment centres/ walk in centres, GPs, pharmacies, emergency dental services, or other more appropriate local services
- Help you get emergency supplies of your prescribed medicines, and provide general health information and advice

If you or your loved one have an urgent but not-life-threatening medical need, make sure you visit NHS 111 online first before using other NHS services. But for life-threatening illnesses or injuries, then you should always dial 999.

If you do not have access to a computer or smartphone, you can call NHS 111 where a fully trained adviser will advise on the best course of action.

If you have hearing loss, are deaf or have difficulties communicating you can also use NHS 111 by textphone on 18001 111. British Sign Language (BSL) users can use the NHS 111 BSL interpreter service.

Visit NHS111 Online at  
[111.nhs.uk](https://111.nhs.uk)



[www.GetInTheKnow.co.uk](http://www.GetInTheKnow.co.uk)



Leicester, Leicestershire  
and Rutland