



Learning Plan: When to contact 111

Key learning objectives:

- To understand how, when and why to contact 111 for urgent medical help, including:
 - When to contact 111 rather than 999
 - How to contact 111 by phone and online
 - When 111 is available
 - What kind of help is available through 111
 - Who will answer the call and what they'll ask
 - How to contact 111 if you have communication needs.

	Activity	Timings	Resources
1.	Ask students to discuss what they know about 111 <ul style="list-style-type: none"> • Why might you call 111 rather than 999? • Does anyone know the difference between 111 and 999? 	5 mins	

2.	Show "When to call 111" video: https://youtu.be/gST79kB0e98 Available with British Sign Language and subtitles here: https://youtu.be/ZLhnzG52Q_4	3 mins	Screen / projector / tablets / laptop
3.	Ask students to discuss anything new they've learnt from watching the video	5 mins	
4.	Recap and discuss learning points from the video <ul style="list-style-type: none"> • You can contact 111 when you need urgent medical advice but it's not a life threatening emergency • If it's an emergency call 999 • You call call 111 free • 111 is also available online at: www.111.nhs.uk – this can sometimes be the best first point of contact • 111 is available all day every day • 111 can help you by <ul style="list-style-type: none"> ○ Giving you self-care advice ○ Referring you to a doctor, dentist, pharmacist or other healthcare provider ○ Asking you to go to a hospital or treatment centre ○ Sending an ambulance if it's very serious • A health advisor will answer your call. They are supported by clinicians who can help. • The health advisor will ask questions about what's happened to make sure you get the right treatment or advice – sometimes the questions don't seem relevant to your circumstance but they help to rule out more serious issues • You can contact 111 if you are deaf, hard of hearing, or if English isn't your first language. 	10 mins	
5.	Check understanding by completing the online quiz .	5 mins	Tablets / laptop

For further information and resources please visit:

NEAS Learning Zone www.neas.nhs.uk/get-involved/learning-zone

BSL/subtitled resources www.neas.nhs.uk/get-involved/learning-zone/videos-with-british-sign-language