

## Stakeholder briefing

# NHS 111 online

**111 online is a new service which helps people get urgent healthcare online. It will be increasingly available across England throughout 2018.**

People can get medical help or advice at **111.nhs.uk** using a smartphone, laptop or other digital device. They'll:

- answer questions about their symptoms
- get advice on what to do and where to go
- if necessary, get further advice from a nurse, doctor or other trained medical professional



## 111 online is:

- free and easy to use
- available 24/7
- up to 4 times faster than the phonline\*
- helping to manage increasing demand on 111 phone services.