



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

GIG 111 *Cymru*

NHS 111 *Wales*

How we access GP Out-of-Hours services and NHS Direct has changed

Instead of having two different telephone numbers to remember, you can now access both of these services through a single, free to call number – 111.

The change has been made to make life simpler by having one, free, number to call where you will have access to the right advice, support and treatment 24 hours a day.

Depending on the urgency and severity of your call, you may speak to a health care professional, who could be a nurse, pharmacist or a doctor.

It may be necessary, on occasions, to speak to more than one person to get the right treatment but we will try to keep this to an absolute minimum so you get to speak to the right health care professional first time.

If your need is urgent and requires a GP out-of-hours appointment, you will be asked to attend a primary care centre based at one of our hospital sites, as is the case currently.

However, for the majority of conditions, our highly skilled nurses and pharmacists will be able to deal with many cases over the phone.

The call-takers are trained to recognise when there is a threat to life. If you dial 111 but do need an ambulance, you will be put through to the emergency ambulance service.

Remember – please phone 111 when it is urgent but not life threatening!