



## Find out more about NHS 111 Service

People interested in health services and local community group representatives are being invited to attend one of a series of events taking place in February/March to find out more about a new NHS urgent care telephone service.

Ten events are taking place across Staffordshire and Stoke on Trent to inform people about and gain feedback on the new NHS 111 service, which aims to offer a fast and easy way to get the right help, whatever the time.

People should use the NHS 111 service if they urgently need medical help or advice but it's not a life-threatening situation/999 emergency.

The service, which will be staffed by a team of fully trained advisers and supported by experienced nurses, will ask people questions to assess their symptoms, then give them the healthcare advice they need or direct them straightaway to the local service that can help them best. That could be A&E, an out-of-hours doctor, a walk-in centre or urgent care centre, a community nurse, an emergency dentist or a late-opening chemist. (If an ambulance is needed, one will be sent just as quickly as if someone had dialled 999.)

NHS111 is expected to be available across Staffordshire and Stoke-on-Trent from March 2013, 24 hours a day, 365 days a year. Calls will be free from landlines and mobile phones.

The public engagement events are taking place as follows:

Tues 5 <sup>th</sup> Feb 2013	The Medical Institute, Hartshill	(Stoke-on-Trent) nr Newcastle	5.30-7.30pm
Wed 6 <sup>th</sup> Feb 2013	Civic Centre	Wombourne	5.30-7.30pm
Fri 8 <sup>th</sup> Feb 2013	The Medical Institute, Hartshill	Stoke-on-Trent	10-12pm**
Tues 12 <sup>th</sup> Feb 2013	Avon Business & Leisure Centre	Cannock	5.30-7.30pm
Tues 19 <sup>th</sup> Feb 2013	The Bridge Centre, Birches Head	Stoke-on-Trent	5.30-7.30pm
Thurs 21 <sup>st</sup> Feb 2013	Beacon Building, Staffs Uni	Stafford	5.30-7.30pm
Tues 26 <sup>th</sup> Feb 2013	The Assembly Rooms	Tamworth	5.30-7.30pm
Thurs 28 <sup>th</sup> Feb 2013	Churnet Room, SMDC	Leek	5.30-7.30pm
Tues 5 <sup>th</sup> March 2013	King Edward VI Leisure Centre	Lichfield	5.30-7.30pm
Thurs 7 <sup>th</sup> March 2013	Burton Town Hall	Burton	5.30-7.30pm

*(Most events take place from 6-7.30pm with refreshments/buffet available from 5.30pm, apart from the \*\*Stoke LINK event taking place on 8<sup>th</sup> February which takes place from 10.30-12pm with drinks available from 10am – non members also welcome)*

To find out more or book your place, please contact Tammie Baxter on 0845 602 6772 ext 8082 or email [Tammie.baxter2@staffordshireccss.nhs.uk](mailto:Tammie.baxter2@staffordshireccss.nhs.uk) providing your name, organisation/group (if relevant) and contact details (including an email address if possible).