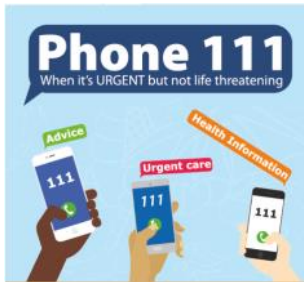




GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

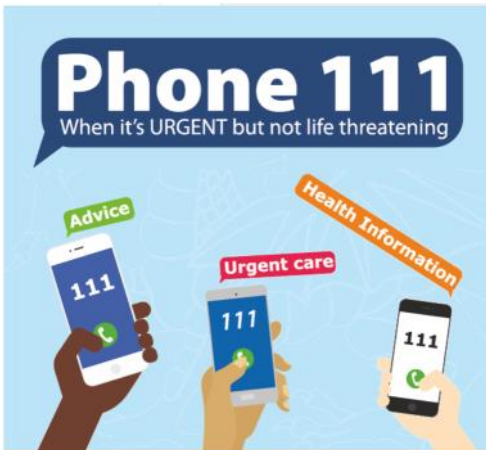


# 111 Wales

## 111 Wales

- is a free telephone service.
- it is available 24 hours a day, every day.

The telephone number is 111



## You can use this service:

- If you are feeling unwell and you don't know what to do, or
- If you want information on different health conditions and local health services



You can also phone 111 if you need your doctor but they are closed.





When you phone you will hear a recorded voice message.

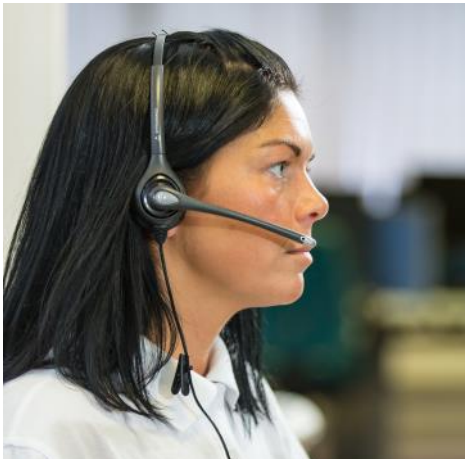
Listen carefully.



Then someone will ask questions to see what help you need.

If it is busy, someone might phone you back later.

You will be told when they will phone you back.



You might talk to

- A nurse
- A dental nurse
- Health Information staff



They might tell you how to look after yourself at home.

They might tell you to go to see a pharmacist.



If your problem is more serious, they might tell you

- to go to see a doctor
- or to go to the hospital



If your problem is very serious, the staff can call an ambulance for you.



There is also an NHS Direct Wales website. You can get lots of health information there.

**[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**



There are pages on the website where you can get easy read information about different health topics.

Look for the Easy Read Drag-

# Getting your experience and feedback



Telling us about your experiences and stories is so important.

We really want people to be at the heart of everything we do. We want to make sure that people get the best care and support they can.



Your stories can make a difference to what we do and can help make other people's experiences better.

If you would like to give us feedback about the Welsh Ambulance Service, you can:



Telephone 01792 311773

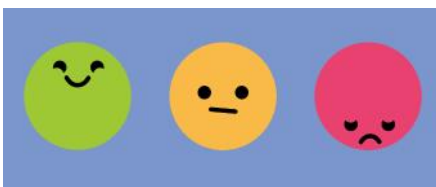


Email at [PECI.team@wales.nhs.uk](mailto:PECI.team@wales.nhs.uk)



Or you can visit the Have Your Say page on our website

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)



How was your experience with us?