Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru

Welsh Ambulance Services
NHS Trust

GIG CYMRU
NHS WALES

NHS 111 Wales

NHS 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.

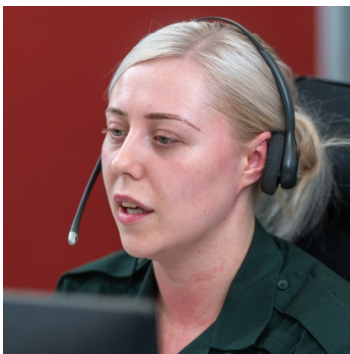When you phone you will hear a recorded voice message.

Listen carefully.

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

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

They will tell you
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 111 Wales website.

You can get lots of

health information there.

111.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 Dragon.

How was your experience with us?

Telling us about your experiences and stories is very 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 **0300 123 9207**

Email at **PECI.team@wales.nhs.uk**

Have your say

Or you can visit the **Have Your Say page** on our website **www.ambulance.wales.nhs.uk**