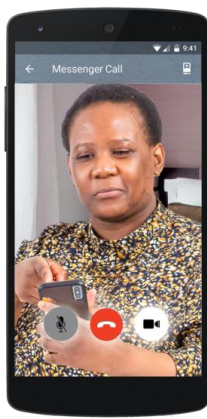


# You said, we did – NHS 111



We talked about using NHS 111 – either online or on the phone.



## You said:

1) There needs to be a different way to access NHS 111 – for example video calls. This could include having a sign language interpreter.



2) There should be an option to speak to a real person straight away on the phone.



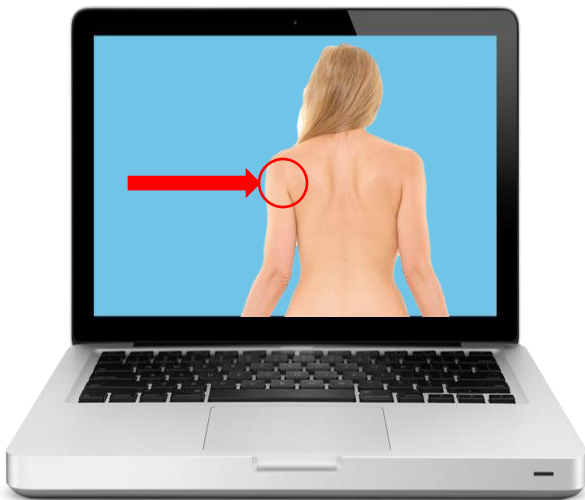
3) Call handlers should have learning disability and autism awareness training – including training in sensory differences and how to communicate simply.



▼ I can't find the right topic

You can browse [topics by category](#).

Or write your problem here



4) The NHS 111 website could be made more accessible, for example by –

- using images
- having a free textbox as well as a dropdown list for recording symptoms
- more support for checking your symptoms – for example having a body map where you can click the place where you have pain.

5) There should be more accessible information about NHS 111 – so people know what it is and when to use it, including NHS 111 Online.



## We did:

1) We have shared what you told us about 111 with the NHS 111 team.



2) The NHS 111 team are using what you told us to look at improving accessibility and making reasonable adjustments for people with a learning disability and autistic people.



3) The NHS pathways team have created additional learning disability and autism training material which will become something that all 111 call handlers will have to do.