

NHS 111- Interactive Voice Response (IVR)

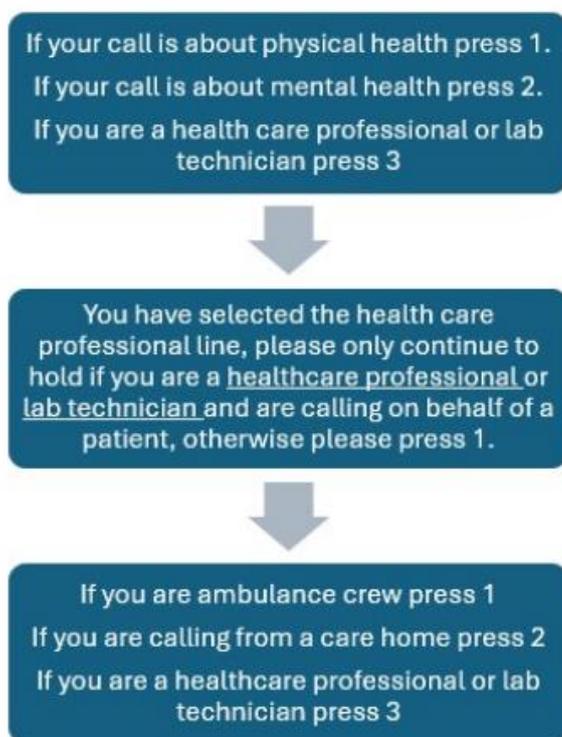
A regional Interactive Voice Response (IVR) will shortly be switched on for NHS 111, this change will affect the way Health Care Professionals (including lab technicians) access 111 on behalf of a patient. This is to standardise the IVR options across England to deliver a consistent user experience.

Where the user calls 111, there will be preset options. This will be live **from 10am on 1st May 2024**.

Health Care Professionals will need to select 3 for Health Care Professionals; upon selecting 3 there will be 3 options:

1. Ambulance Crews
2. Care homes
3. Health care professionals

The following prompts will be given when you call 111:



Please note: The current 111 phone lines will continue to work for the time being alongside the new IVR.