

Change to Interactive Voice Response (IVR)

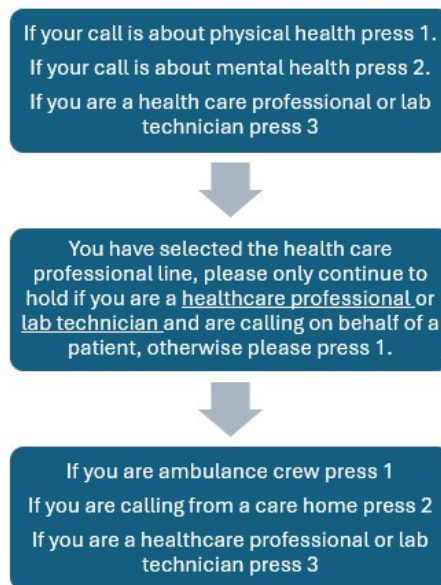
A regional Interactive Voice Response (IVR) will shortly be switched on for NHS 111, this change will affect the way Health Care Professionals (including lab technicians) access 111 on behalf of a patient.

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.

From 10am on 1st May 2024 the current star lines will cease to exist and Health Care Professionals will need to instead select 3 for Health Care Professionals; upon selecting 3 there will be 3 options:

1. Ambulance Crews (formerly star 5)
2. Care homes (formerly star 6)
3. Health care professionals (formerly star 7)

The following prompts will be given when you call 111:



There are no other changes to the service; only care homes that have completed an MOU and currently use the star line service are able to access support via 111 select 3.