

GIG 111 Cymru

NHS 111 Wales

111 Service

Access for those who cannot speak or hear on the phone

There are two different ways to use 111 for those who cannot speak or hear on the phone:

InterpreterNow and Next Generation Text

InterpreterNow

InterpreterNow is a service for British Sign Language (BSL) users to communicate with hearing people via an online BSL interpreter. InterpreterNow can be accessed using a computer, or via the InterpreterNow app on your smartphone or tablet.

You can access NHS 111 Wales via InterpreterNow at www.interpreternow.co.uk/nhs111wales

This website also provides information about how to download the InterpreterNow app onto your smartphone or tablet.

InterpreterNow is available 7 days a week between 8am and midnight.

Outside of these hours, please contact NGT (below) which is available 24 hours a day.

Next Generation Text

If you cannot hear or speak on the phone, the Next Generation Text (NGT) service is here to help you.

Next Generation Text service is available 7 days a week, 24 hours a day.

You can use NGT to access NHS 111 Wales by calling 18001 111 from a text phone.

You can also use NGT by using a smartphone, a tablet, a computer and making a phone call. You can find out more about NGT from their website at www.ngts.org.uk