



NHS 24 - Scotland's national Telehealth and Telecare organisation

Call us free on 111 if you are ill and it can't wait until your regular NHS service reopens

Search this site

GO

[Search Help](#)

NHS 24 Explained

- ▶ [NHS 24 Services](#)
- [FAQs about NHS 24](#)
- [My Information and NHS 24](#)
- [Textphone Users](#)
- [NHS England and Wales](#)

- [Self help guide](#)
- [Find your local services](#)
- [Contact us](#)
- **NHS 24 Explained**
- [Useful resources](#)

NHS 24 Explained [Listen](#)

NHS 24 Services

NHS 24 is an online and out-of-hours phone service providing the Scottish people with access to health advice and information 24 hours a day, 365 days a year.

NHS 24 phone service (111)

NHS 24 operates an out-of-hours phone service providing help if your GP surgery is closed and you are too ill to wait until it re-opens.

During the call you will be asked about your location and your reason for contacting the service. This will be used to direct your call to a suitable health professional, such as a nurse, pharmacist or dental nurse. They will talk to you about your symptoms and tell you what care they think you need. They might suggest that you treat yourself at home, that you see a doctor or another health professional or, in some cases, they might call an ambulance for you.

You can contact the NHS 24 phone service on 111.

NHS 24 online

To compliment the phone service, NHS 24 also provides a number of useful tools to help you manage your health and locate health services in your area through nhs24.com.

On the NHS 24 website you can access:

- ▶ a [Self-Help Guide](#) that allows symptoms to be checked against causes and conditions
- ▶ a [directory of local health services](#) including pharmacies, GP's and hospitals
- ▶ [emergency dental information](#) by area.

NHS 24 services leaflet

You can find out more about NHS 24 services by [downloading our PDF leaflet](#).

reviewed 29th April 2014