

Dear

Thank you for your email below. I have confirmed with our Assistant Director Operations that NIAS do not operate the 111 service for NI.

Kind regards

Information Governance Team

Northern Ireland Ambulance Service | Site 30 | Knockbracken Healthcare Park | Saintfield Road | Belfast | Northern Ireland | BT8 8SG | Tel No: 02890 400999 www.niamb.co.uk



Northern Ireland Ambulance Service
Health and Social Care Trust



From:

Sent: 18 March 2025 16:47


To: NIAS Information Governance <information.governance@nias.hscni.net>

Subject: RE: FoI request- responsibility for inappropriate ambulance callouts

Importance: High


Thank you for getting back to me so quickly.

I have no direct experience of this, but searching on Google, I found the following:


In Northern Ireland, the equivalent of the NHS 111 service (for non-emergency medical advice) is the "NHS 111 Northern Ireland", or the "Regional Phone First service". 

Here's a more detailed explanation:



NHS 111 Northern Ireland:

This service provides a phone number for help and advice in 2024, similar to the NHS 111 in England. 


Regional Phone First service:

This service is part of the broader Health and Social Care (HSC) system in Northern Ireland, which includes services like urgent care, rapid access clinics, and intermediate care. 

How to use it:

- For emergencies, serious illnesses, or injuries, patients should still call 999. 
- For non-emergency medical advice, the "NHS 111 Northern Ireland" or the "Regional Phone First service" can be used. 

Important Note:

In Northern Ireland, the National Health Service (NHS) is referred to as Health and Social Care (HSC). 

36395-25 111 Service

Please take that as standing in for “NHS 111” in my question, and please answer accordingly.

Please note I am setting out on holiday tomorrow, returning on 6th April. If you require any further clarification, it would be best to sort it out as soon as possible.

Thank you!

From: NIAS Information Governance

Sent: 18 March 2025 16:25

To:

Subject: RE: Fol request- responsibility for inappropriate ambulance callouts

NIAS IG REF: 36395-25

Good afternoon

Thank you for your below request made under the freedom of information request.

I would advise that the NHS 111 call system does not operate within Northern Ireland.

You may wish to forward your request to NHS England, who may be able to answer your question.

Kind regards

Information Governance Team

From:

Sent: 13 March 2025 18:43

Subject: Fol request- responsibility for inappropriate ambulance callouts

Please take this email as a formal request under the Freedom of Information Act 2000.

I would be very grateful if you could answer, please, the following question:

If NHS 111 decides an ambulance should be sent, and the ambulance crew, on arrival, disagree, who is held to be responsible?