



**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.

NHS 111 is currently piloting this service in Powys (from 3 October 2018) as well as in the Swansea, Neath, Port Talbot, Bridgend and Carmarthenshire.

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 textphone. 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