



# National Health Information & Support Service

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- How will people know?



## NHS 24

NHS 24 is a healthcare service offering:

- 24-Hour Service
- An out-of-hours link to local services run by NHS Scotland Boards
- Clinical assessment and triage
- Health information and advice including special health alert lines – eg: flu; E. coli; TB
- On-Line Services



## Why NHS 24?

- Utilise existing technology, services and knowledge base
- NHS Helpline – 0800 22 44 88 (8am to 10pm, 7 days)
- [www.nhs24.com](http://www.nhs24.com)



## Improving and Developing

- Partnership working with NHS Boards and Voluntary Sector
- Reduce duplication of effort and resource
- Improvement of services



## How will people know?

- Marketing to be led by NHS 24, working closely with SGHD
- National Marketing Campaign launched Autumn 2009 which will highlight the importance of the service.