

PE1285/N

Petitioner Letter of 2 November 2012

Dear Petitions Committee

I would like to thank you for the continuing consideration of my Petition PE1285 - free calls to NHS24 from mobile phones.

In the current economic climate and with the introduction of Universal Credit in April 2013, many people in receipt of benefits, pensions, those on low incomes and those with disabilities, will struggle to use this link to NHS services due to all their disposable income being used to pay increasing utility and food bills, leaving no spare money to put into their mobile phones.

It will be the poor and vulnerable who will lose their ability to put money in their mobile phones so they will rely more heavily on using the free 999 number instead of the NHS 24 number, adding an increased cost to the NHS.

I think the introduction of free calls to NHS 24 will be all the more vital in the coming years and free and quick access to medical information and services will greatly benefit society as a whole.

Thank you,

Caroline Mockford