

"NHS 111 can be difficult and demanding at times but ultimately rewarding. The training you receive is intensive but will equip you to do the role, and more."

Daisy initially wanted to become a probation officer, but decided to stay at NHS 111 because she'd enjoyed the role while she was at university and wanted to help people.

Daisy Hendry

Health adviser, NHS 111

Employer or university

Care UK

In her job as a health adviser, Daisy can be a shift lead, a trainer, a coach and an auditor.



How I got into the role

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I joined NHS 111 in my third year of university to gain people skills and prepare me for the working world.

Initially, I went to university to study criminology and sociology to become a probation officer. But I stayed at NHS 111 because I enjoyed the role and wanted to help people. I have also had personal positive experiences using the service and I wanted to help people in the way that NHS 111 helped me.

What I do

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At NHS 111, no two days are the same. There are always new challenges to deal with, different patients, staff members and different symptoms that people are calling in with.

In my role, I wear many hats: I'm a shift lead, a trainer on NHS Pathways (a specialist computer system to help assess people over the phone), coach, auditor and health adviser. So, one day I could be supervising and then the next I could be auditing.

I like a challenge and want to remain busy and my current job roles allow me to do so.

The best bits and challenges

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The best bit about my job is being able to help people when they are in need.

We speak to people from different backgrounds and ages with varying medical conditions. In most instances, we are the first people they speak to, which makes it important that we get the level of care and service right first time.

The biggest challenge is dealing with people who are understandably frustrated for personal reasons, but this can make the job difficult. In these situations, I stay calm, reassure the caller and make sure they get the care they need.

Life outside work

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I like to read, cook and travel. But mostly, I like to socialise with my friends. I have always been a sociable person and I feel like this has helped me in my career, especially with progression.

Good communication with people from all backgrounds is an important skill to have and I like to think that I am a friendly and approachable person.

Career plans and top tips for others

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Since joining NHS 111 in 2014, I have completed my degree and also a Master's in criminology. The role has helped me gain confidence in speaking in front of people. I used to be a shy person who would come in and do my job but now, as a trainer, I can stand in front of people and speak with confidence.

I am most proud of the progression I have achieved in my job role. In 13 months, I became a coach, auditor, trainer and a step-up supervisor. I would like to move on to a management role and progress up the ladder at NHS 111.

If you want to work at NHS 111, it can be difficult and demanding at times but ultimately rewarding. The training you receive is intensive but will equip you to do the role, and more.

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