

## **July 2022 - Mr Hawkesworth, NHS 111**

Mr Hawkesworth had previously worked in various roles and for health reasons was looking at employment opportunities in office admin / call centre.

He found the NHS 111 DALs opportunity on the Derby Jobs Weekly Newsletter and wanted to apply. The course appealed due to the guaranteed interview and the Career opportunities that working for the NHS offers.

"I was trying for over 3 years to find a new career that was suitable for me. I had applied for several positions that appealed but was unsuccessful, many employers didn't acknowledge my job application and interviews were not forthcoming. When I saw the advertisement for a 5 day course with Derby Adult Learning for an NHS111 Call handler with guaranteed interview, I thought the opportunity was a good one to try.

I had always dabbled with the idea of working for the NHS as I am a great fan of the organization and wanted to contribute to help people. I decided to apply the following week and found the recruitment and interview process challenging but interesting. I was quickly accepted as a trainee and spent 2 weeks in the classroom and 2 weeks in the live call centre taking live NHS 111 Service Adviser calls with a coach listening in and helping me with the role. I thoroughly enjoyed the training."

If you would like to hear more about working at NHS 111 please email [employmentandskills@derby.gov.uk](mailto:employmentandskills@derby.gov.uk)