



Important Improvements to the 119 Coronavirus Testing Contact Centre

Please be aware that from today the options that you will be asked when calling 119 will be changing.

We are changing the way we structure the 119 questions to make the process quicker and clearer for your organisation to reach the specialist organisation testing team.

From today, you should select the following options to be directed straight to the specialist organisation testing team, after calling 119:

1. Select whether you're calling from England, Scotland, Wales or Northern Ireland
2. Select your language requirement for the call
3. Select whether to hear what data is captured, or continue
4. You will then hear the following options:

“If you are calling because you have an upcoming hospital procedure, or from an organisation who receives test kits directly from the national testing programme, press 1, or press 2 to continue”

Press ‘1’ for calling from an organisation who receives test kits. That will get you straight through to the right team

If you have any questions related to testing, delayed results, or issues with couriers, or need additional test kits before you are able to place your next order, then please call the Coronavirus Testing Contact Centre on 119 (England, Wales and Northern

Ireland) or 0300 303 2713 (Scotland). Lines are open from 7am – 11pm daily.