

Important message sent on behalf of the local health and care system

Patients in Shropshire, Telford and Wrekin urged to contact NHS 111 first

The Royal Shrewsbury Hospital and the Princess Royal Hospital in Telford are both dealing with high numbers of patients right now - anyone in need of urgent medical care in Shropshire, Telford and Wrekin should contact NHS 111 first online or by phone.

Health advisors can help find the best place for treatment and give a time to come in if a face-to-face assessment is needed. The service, staffed by trained health advisers, will book the caller a time slot for the most appropriate service, such as our urgent treatment centres or minor injuries units, or, if needed, A&E (Emergency Department) at the Royal Shrewsbury Hospital (RSH) or the Princess Royal Hospital (PRH) in Telford.

By calling NHS 111 first, it will help the NHS manage the flow of patients when capacity in waiting rooms is much smaller than before, to maintain safe distancing and reduce the risk of Covid-19 infection.

If the situation is serious or life-threatening please call 999 immediately. Likewise, if the condition is not serious, seek advice from a pharmacy or make an appointment with a GP.

#Think111First 111.nhs.uk