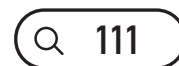




NHS 111

A guide for patients

Contact NHS 111 when you have an urgent but not life-threatening medical need.





Contact NHS 111 when you have an urgent but not life-threatening medical need

Contacting NHS 111 before attending our Emergency Department (ED) will help limit the spread of COVID-19 in our hospitals and provide you with the right care quickly and safely.

NHS 111 will help you understand if our ED is the best place for you to be seen. If it is, you will be told when to attend, which will help us manage social distancing in our waiting areas.

If ED isn't the best place for your needs, NHS 111 can direct you to Urgent Treatment Centres, GP surgeries, pharmacies, emergency dental services and minor injury units.

Have you been advised to go elsewhere whilst at our ED?

If you have been advised to go elsewhere having spoken to one of our clinicians on site, you will need to [call 111](tel:111) or go online at: www.111.nhs.uk.

They may advise you that a clinician will call you back within 20 minutes, 2 hours or 4 hours depending on your need.

To protect yourself and others, please do not wait in the hospital. You should wait in your car or at home.



Want to share feedback about your ED experience?

Contact our PILS team

Call: 08081 788337 (Monday to Friday 10am to 2pm)

Email: pils@uhl-tr.nhs.uk

Or write to us:

PILS, The Firs,
Glenfield Hospital,
Groby Road,
Leicester, LE3 9QP

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