



## Protect yourself, protect the NHS - contact 111 first

We are changing the way people in Cornwall access urgent - but not emergency - NHS care. We want to make sure people get the right care in the right place.

We are asking residents and visitors to **Cornwall to contact NHS 111 by phone or online**, at any time of day or night, to find out where they should go and when.

The reason for doing this is to keep people safe – our patients and our staff – during the pandemic. We must avoid overcrowding in our waiting rooms and reduce the risk of passing on coronavirus.

Expert clinicians at 111 will guide you to the right service for your injury or illness. They will let these services know you are coming.

### **You may be referred to:**

- Your own GP – even if you are here on holiday
- A pharmacy
- A minor injury unit
- An urgent treatment centre

Or, if appropriate, you will be given advice on how to care for yourself at home.

People arriving at our minor injury unit without a referral from NHS 111 may be sent elsewhere or may have to wait longer, unless they need immediate treatment.

Getting you to the right place for your needs will give you a better experience and help to keep you safe. If you do need an NHS service, we will make sure that it is as close to home and as fast as we can.

Cornwall is one of several places around the country asking people to **use 111 first** in response to the pandemic and the ongoing need to protect people from infection. Other parts of the NHS are likely to follow the same system over coming weeks and months.

**Go online at [www.111.nhs.uk](http://www.111.nhs.uk) or call 111**