

BRIEFING NOTE

For Elected Representatives

Launch of **PHONE FIRST** Service for Adult Patients with Minor Injuries

Did you know, we're launching a **Phone First** service for patients with minor injuries, effective from **Tuesday 9 January**

Patients who have minor injuries should call **02896 159 444** to be triaged by phone before being advised of the next steps to take.

Phone First has been introduced to address ongoing capacity issues across Emergency Departments which has resulted in longer waits for your constituents aged 16+ with minor injuries. This does not affect patients who are experiencing potentially life-threatening illness or injury, who should call 999 for urgent medical attention.

The Phone First service has been operational across Northern, Southern and Western Health Trusts for some time with Belfast Trust launching the service on **9 January 2024**.

The service will operate **8am-6pm Monday to Friday** (excluding Bank Holidays). Patients who require care outside these hours should attend the Emergency Department or call the GP Out-of-Hours service.



PHONE FIRST

Make sure you **PHONE FIRST** before going to the Emergency Department at the Royal Victoria Hospital or the Mater

028 9615 9444

Operating from 8am to 6pm
Monday to Friday,
excluding bank holidays

FOR EMERGENCIES - 999
Including: stroke, heart attack, loss of consciousness, breathing difficulties, severe bleeding or major trauma
ALWAYS CALL 999 IMMEDIATELY

Only operational for those aged 16 and over.
If a child needs urgent medical attention, check [Symptom Checker](#) or attend nearest ED.



How to access Phone First

If you have a minor injury and need to attend the Adult Emergency Departments at the Royal Victoria or Mater Hospital please **PHONE FIRST**.



028 9615 9444

Operating from 8am to 6pm
Monday to Friday
excluding bank holidays



A healthcare professional
will guide you to the right care,
first time

**FOR EMERGENCIES THAT
ARE LIFE THREATENING
999**

Including: stroke, heart attack,
loss of consciousness, breathing
difficulties, severe bleeding
or major trauma

**ALWAYS CALL 999
IMMEDIATELY**



AMBULANCE

An ambulance will be
sent as appropriate

GP,
Pharmacy or
Community
Care

Urgent
Care
Centre

Minor
Injuries
Unit

Emergency
Departments



Belfast Health and
Social Care Trust

caring supporting improving together