**Read Oli’s story**

I’ve played rugby most of my life, so I’ve suffered from a few bumps and bruises along the way.

I used to spend so much time in A&E until I was told about how the Minor Injuries Units (MIU) in Shropshire, Telford and Wrekin can see me much quicker.

During a recent home game, just before half-time, I got caught up in a nasty tackle and landed on my wrist. A friend drove me to the MIU in Bridgnorth and they confirmed it was a sprained wrist, so they bandaged it up and I was on my way home basically before the game had even finished.

The great thing about an MIU is that it’s a walk-in service with no age limit. Plus, they can also refer you to A&E if necessary or to another, more suitable, service.

You also don’t have to be a resident of the area they’re in – perfect for my away games!

Just make sure you check their opening hours and only use it for the following:

* Bites, human and animal
* Cuts and lacerations
* Foreign bodies in the eyes, nose and ears
* X-Ray & Fractures that require plaster only (Ages 5 years and above)
* Minor burns and scalds
* Minor head injuries (with no loss of consciousness)
* Soft tissue injuries, for example sprains and bruises
* Wound infections

The four MIUs across the local area are located in Bridgnorth, Ludlow, Oswestry and Whitchurch. You can find out more about them [here](https://www.shropscommunityhealth.nhs.uk/miu).

**Read Lisa’s story**Recently, I had an eye infection that wouldn’t go away with any of the at-home remedies I was trying.

I decided to ring my GP but was told it’d be another week for an appointment so I should try a nearby pharmacy instead.

The pharmacist was great. She came out to speak to me, asking me about my symptoms and taking a quick look before recommending treatment. Within an hour of making the initial phone call to my GP, I was back home with some cream and eye drops!

Now I know a pharmacist can provide treatment and such good medical advice, I’ll make sure to use them more often before I make an appointment with my GP.

As qualified healthcare professionals, if you’ve got any of the following, head to your pharmacist for:

* Aches and pains
* Sore throat and coughs
* Colds and flu
* Earache
* Cystitis
* Skin rashes and red eye
* Teething

**Read Ed’s story**

I’ve always known about ringing 111 if you need urgent non-life-threatening medical help or aren’t sure of which service you need. Recently I discovered that NHS 111 online is a fast and alternative to heading to A&E, pointing you to the correct service and advice all from the comfort of your own home. It works in the same way as ringing 111, but without having to wait for a telephone operator to answer. It can also be easily accessed from the NHS App.

A few weeks back, I had a persistent stomach bug and temperature that left me dehydrated, so I thought about taking myself to A&E.

Instead, I put my symptoms into NHS 111 online and immediately, it was able to direct me to the right service – which was a next-day GP appointment.

If you need urgent medical attention for something that isn’t life-threatening, visit 111.nhs.uk for the right help for your symptoms. The service is best equipped to direct people to the most appropriate local treatment option such as GPs, pharmacy consultations, a call-back from a nurse, or urgent walk-in treatment centres.

Using NHS 111 online services – which are available 24 hours a day, seven days a week – where possible, will also enable the 111 phone service to triage more people with urgent issues.

People should still call 999 and go to A&E in an emergency – when someone is seriously ill or injured and their life is at risk. Through 111.nhs.uk people can:

* find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care
* get advice on self-care
* get a call back from a nurse, doctor or other trained health professional if they need it.

People should call 111 to speak to someone if they need to:

* Discuss complex medical problems
* Get medical advice for a child under five.

**Read Harry’s story**My friends and I started hiking about three years ago and we try to get out together at least once every 2-3 months.

We were about 2 hours into one when I tripped over a rock while walking up a steady incline and landed badly on my arm. I had never felt pain like it so guessed it was broken.

I’ve had to use Minor Injuries Units (MIU) in the past, so I knew to go straight to our nearest one instead of A&E as they can treat these types of problems.

The staff at the MIU in Whitchurch were amazing. They were able to take me for an x-ray and put a cast on my confirmed broken arm – and even have me home in time for my dinner.

MIUs are a great alternative to A&E as they’re a walk-in service with no age limit and can refer you to somewhere else if necessary and treat the following medical conditions:

* Bites, human and animal
* Cuts and lacerations
* Foreign bodies in the eyes, nose and ears
* X-Ray & Fractures that require plaster only (Ages 5 years and above)
* Minor burns and scalds
* Minor head injuries (with no loss of consciousness)
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