

Maternity Triage Telephone Line in NHS Grampian- Frequently Asked Questions for Women and Families

What is Triage Telephone Line?

The Triage Telephone Line is where you or your family should call in pregnancy and for up to 6 weeks after the birth of your baby, for an assessment by a midwife when you have urgent concerns to ensure you and your baby receive the right care, in the right place at the right time.

In a life-threatening emergency, you should continue to call 999.

What is changing when it comes to Telephone Triage in Grampian?

From 1st September 2026, NHS Grampian is introducing an improved Triage telephone service, which has a new phone number **0300 131 2112**. This will replace the current 01224 558855 and 01343 567220 numbers when advice is required about a new worry or concern in pregnancy or after the birth of your baby.

Why is this change being introduced?

The changes are designed to make it easier for families to access the right support when urgent concerns arise.

By providing a single point of contact, we can:

- Ensure urgent concerns are directed to the most appropriate professional quickly.
- Provide a more consistent service across Grampian.
- Reduce confusion about who to contact.
- Support timely assessment and care when needed.

This approach helps ensure you and your baby receive the right care, at the right time, from the right place.

Who is the new Triage Telephone Line for and when can it be used?

The new telephone line is for you and your family to call whenever you have an urgent concern during pregnancy or after birth. Whether something has changed suddenly, you are worried about your baby's wellbeing, labour, or your recovery after birth, a midwife will be available to provide advice and assessment.

If you are planning a home birth or birth within Inverurie or Peterhead Community Midwifery Units, continue to contact your local maternity unit directly as advised by your maternity team.

If you are planning to give birth at Aberdeen Maternity Hospital or Dr Gray's Hospital, contact the Triage phone line on **0300 131 2112**. A midwife will discuss your symptoms and circumstances, advise you on the next steps, and help the maternity team prepare appropriately for your arrival.

The line is not intended for routine enquiries, appointment changes, or administrative questions.

It does not replace 999 for life threatening emergencies.

It will simply help staff to prioritise and prepare for your arrival.

If I have a question I was going to ask at my next appointment with the midwife, is it ok to call the advice line instead?

No.

The new Triage Telephone Line doesn't replace the important relationship families build with midwives, nor is it there for routine or administrative queries. If you feel well in yourself and you are not concerned about the health of your baby, then you should wait for your next appointment. The new telephone line is for pregnant women and families when something changes suddenly in pregnancy or after birth and advice or assessment is needed promptly.

In a life-threatening emergency, you should continue to call 999.

My baby is not moving like usual, should I call the Triage Telephone Line?

Yes.

We no longer recommend trying a snack, drink or lying on your side to see if you can feel your baby move more, we recommend calling the Triage Telephone Line immediately where the midwife can arrange for assessment in the correct place.

Will the new Triage Telephone Line create a delay for me getting maternity care?

No.

The Triage Telephone Line is designed to support timely access to care. It helps ensure that women and families receive the most appropriate advice and are directed to the right maternity service as quickly as possible.

I need to reschedule an appointment with my midwife or obstetrician, or an appointment for a scan or clinic. Is it ok to call the Triage phone line?

No.

Please do not use the Triage phonenumber for help with routine care or rescheduling appointments, as this could prevent it being available for others who need urgent advice or assessment. If you do call the Triage Telephone Line for a non- urgent query, you will be asked to hang up and contact the relevant department.

For routine questions or appointment changes, contact your community midwife or clinic. Numbers can be found on the Birth in Grampian website at <https://www.birthingrampian.scot.nhs.uk/>

In a life-threatening emergency, always call 999.