Primary Care Trust

New arrangements for contacting GP services outside normal surgery hours from 1st December 2004



Out of Hours!

The 'out of hours' telephone number covers all patients registered with a doctor's surgery in Gloucestershire

The new Out of Hours telephone number will be Do not dial this telephone number Or Ore 157 DECEMBER 2004

Defore 1 ing your GP surgery as usual

Until then ring your GP surgery as usual

IMPORTANT NOTE:

Punch out the card in this leaflet and keep it by your phone From 1st December 2004, if you need urgent treatment can't wait until the GP surgery re-opens – you only to 'Out of hours' is the period of time between 6.30p covers all day and night at weekends, bank and put

To ensure that patients benefit from quick access to help, please do not use this number for prescriptions, test results, or routine matters – it is for URGENT OUT OF HOURS medical matters only.

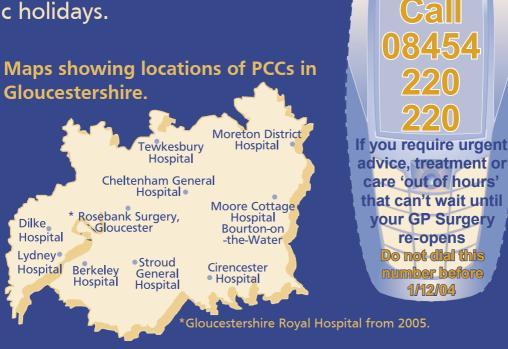
Contacting this number will put you through to specially trained NHS staff who are used to dealing with confidential medical information. They will make sure that you receive the right advice and help quickly.

The staff who talk to you on the telephone will ask you some questions to establish what help you need e.g. your name, address, the name of the your GP and the reason for calling.

During this call, these staff will either:

- pass the call to a doctor or nurse who may be able to deal with your problem over the phone
- offer you advice on self care
- refer you to a local Primary Care Centre (PCC a place where doctors, nurses and other staff see people who require urgent treatment or care 'out of hours')
- call out a member of the on-call team, who would be able to carry out a home visit if there is a need
- or in an emergency send out an ambulance.

ent or care 'out of hours' that need to ring one number for help. m and 8am on weekdays and blic holidays.



Will I notice any difference?

If you require urgent care and treatment out of hours you will continue to receive it. You will still be able to access services by making a single phone call.

It will be a service run by dedicated out of hours staff including doctors, specialist nurses and other health and social care workers.

This new service will provide a **Team** response: ensuring that you receive the right care at the right time provided by the most appropriate person.

The new 'out of hours'

Telephone Service



More information

You can find out more about the new arrangements for out of hours services by logging on to www.westglospct.org.uk (Get Involved section) or by contacting us for a more detailed information leaflet. Telephone: 01452 389400 or E-mail: mailus@wglospct.nhs.uk.

This leaflet is also available in a number of other languages and in audio and braille formats. To request copies telephone 01452 389400.

If you have general comments or concerns about the care and treatment you receive as part of the out of hours service you can contact the Community Patient Advice and Liaison Service (PALS) on 08000 151 548.

તમોને જો આ પત્રિકાની નકલ ગુજરાતીમાં જોઈતી હોય તો, મહેરબાની કરીને Gujarati

আপনি যদি এই প্রচারপত্রের একটা বাংলা কপি চান, তাহলে দয়া করে ০১৪৫২ ৩৯৬৯০৯ - Bengali নম্বরে টেলিফোন করবেন।

如果你希望索取這份單張的中文本,請致電 01452 Chinese 396926。

اگر آپ کو اس لیف لٹ کی نقل اُردو زبان میں درکار ہے تو براہ مہربانی 01452 396928 پر رابطہ قائم کریں۔

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REMEMBER: Do not dial the new out of hours 1st new new December 2004