

**Advance
Notice**

West Gloucestershire
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
08454 220220
Do not dial this telephone number
before 1ST DECEMBER 2004
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 and can't wait until the GP surgery re-opens – you only need to call 111. 'Out of hours' is the period of time between 6.30pm and 9am. 111 covers all day and night at weekends, bank and public holidays.

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 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.

Maps showing locations of PCCs in Gloucestershire.



The new
'out of hours'
Telephone Service

NHS

Call
08454
220
220

If you require urgent
advice, treatment or
care 'out of hours'
that can't wait until
your GP Surgery
re-opens

**Do not dial this
number before
1/12/04**

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.

If you
are ever
unsure
whether you
need a doctor,
please contact

NHS CALL 24 HOURS A DAY ON
0845
Direct 4647
for advice

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 01452 389400 નંબર પર ફોન કરશો. Gujarati

আপনি যদি এই প্রচারপত্রের একটা বাংলা কপি চান, তাহলে দয়া করে 01452 389400 নম্বরে টেলিফোন করবেন। Bengali

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

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