Do I need to call the Out of Hours Service?

Can you treat yourself at home? A well-stocked medicine cabinet will help you treat many everyday illnesses at home.

Have you tried your pharmacist or chemist?

Pharmacists are qualified to give advice on common complaints such as coughs, colds, flu, sore throats, toothache, aches and pains.

Have you called NHS Direct?

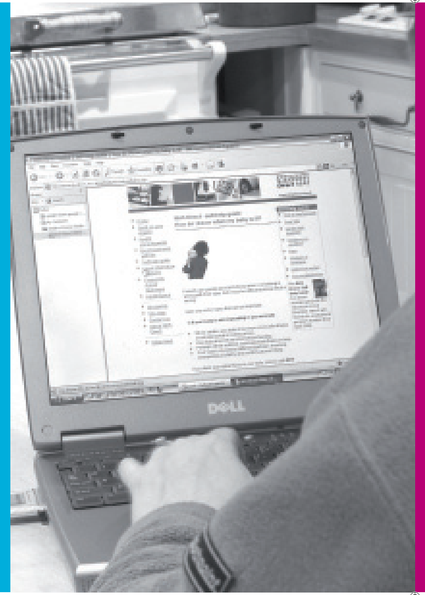
NHS Direct is a confidential 24 hour advice and health information service staffed by nurses and professional advisers.

You can call them on 0845 46 47 at any time, or visit their web site www.nhsdirect.nhs.uk.

Data Protection and Use of Your Information

We ask for personal details about you and your family to ensure that you receive the best personal care and treatment possible. This information is stored on our computer system so that our doctors and nurses have the most accurate and up-to-date information when treating you.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We only pass on information about you to people who have a genuine need for it. Whenever we can, we remove details that identify you as an individual.



Suggestions and Complaints

The NHS Worcestershire Out of Hours Service is provided on behalf of NHS Worcestershire by Harmoni HS Ltd. Harmoni is one of the largest providers of primary care services in England.

We welcome your views on the service we provide. If you have any queries, comments, constructive suggestions, compliments or criticisms, our Patient Services team would like to hear from you.

They can be contacted at:
Patient Services
Harmoni
Building 1
Croxley Green Business Park
Watford
Herts, WD18 8YA

E-mail:
patientservices@harmoni.co.uk

Alternatively, you can contact NHS Worcestershire:

Patient Relations Manager
NHS Worcestershire
Ground Floor, West Wing
Wildwood
Wildwood Drive
Worcester, WR5 2LG

Telephone: 01905 760091

Zero Tolerance

Any form of violence against anyone working in the Out of Hours Service is unacceptable. Violence means any incident where staff are threatened, verbally abused or assaulted.

Aggressive behaviour, verbal or otherwise, will not be tolerated.

The information contained in this booklet is available in other fonts, formats or languages on request.

NHS
Worcestershire

NHS Worcestershire

Out of Hours Service

Easy Access

Weekdays: Monday to Friday: 6.30 p.m. - 8.00 a.m.
Weekends: Friday 6.30 p.m. - Monday 8.00 a.m.
Bank Holidays: 24 Hours

Telephone: 0300 123 3211

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What to do when your GP surgery or dentist is closed

The Out of Hours Service will help you if you become ill and need to contact a doctor or trained nurse because of a serious medical or dental need or an urgent health care problem after your own GP surgery or dentist is closed. Please contact the service by phone in the first instance.

If you need urgent medical or dental advice or assistance that cannot wait until your GP surgery or dentist re-opens, please call your usual GP surgery or dentist telephone number first. You will then be advised on what to do next.

You will either be transferred through to the Out of Hours Service automatically or asked to call the Out of Hours number yourself.

Telephone: 0300 123 3211

Do you or your family really need emergency hospital treatment?

An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain or loss of blood.

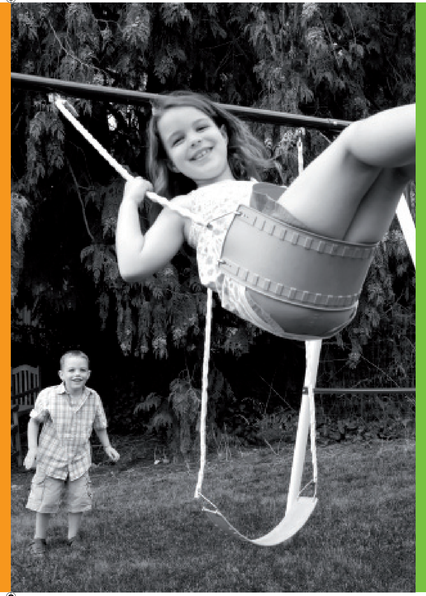
If so, you should go immediately to your nearest Accident and Emergency (A&E) department or call 999 for an emergency ambulance.

Please remember that hospital A&E departments are designed to treat accidents and emergencies only.

For all other urgent medical or dental problems when your usual GP surgery or dentist is shut, please phone the Out of Hours Service.

What times are 'Out of Hours'?

Out of Hours is the time between 6.30 p.m. and 8.00 a.m. Monday to Friday, all day Saturday, Sunday and Bank Holidays.



What happens when you ring 0300 123 3211

Specially trained call handlers will answer your call. They will ask you a few questions, for example:

- Your name and address, or the name and address of the patient
- The name of your GP/dentist, or the patient's GP/dentist
- Your contact telephone number
- The reason for your call

The call handler is trained to assess your condition and prioritise your call. If you need to speak to a nurse or GP they will phone you back within a specified time. In the meantime, you will be asked to call back should your condition worsen.

When the nurse or GP phones you, they will ask for more information about your urgent health care problem.

They will then;

- Offer advice on self-care, or
- Refer you to a local Primary Care Centre for an appointment to be seen by a doctor, or
- Advise you to attend an Accident and Emergency (A&E) department, or
- Arrange a home visit
- In an emergency they may send out an ambulance.

All calls are recorded and logged on our IT system and all the information you provide is regarded as confidential.

Please do not use the Out of Hours number for repeat prescriptions, test results or routine GP appointments.

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