

## What to do when your own GP surgery is closed:

The Out of Hours Service will help you if you become ill after your GP surgery is closed.

If you need urgent medical attention and cannot wait until your GP surgery is open, call your local Out of Hours Service. You can find phone numbers on our website, or you can call your usual GP surgery and you will be automatically directed through, or given the correct phone number to call.

## Do you 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 ailments and illnesses.

### Have you tried your pharmacist or chemist?

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

### Have you tried NHS Direct?

NHS Direct is a confidential 24 hour advice and health information service. You can call them on: 0845 46 47 at any time, or visit their website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

### Do you or your family really need emergency hospital treatment?

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

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

## What happens when you call the Out of Hours Service?

# 1

Call your GP surgery and you will either be automatically directed through to your local Out of Hours Service, or be given the correct phone number to call.

# 2

One of our call handlers will answer your call and ask a few questions about you and your medical need.

# 3

A Doctor or Nurse will call you back and decide on the best option for you based on your medical condition.

## What happens next?

Depending on your medical need:

- You may be offered advice over the phone.
- You may be asked to attend a local centre for an appointment with a Doctor or Nurse.
- The Doctor or Nurse may arrange a home visit. Home visits are reserved for housebound and the elderly.

