

What can I do to help myself? (contd)

- You can telephone NHS 111 for general health advice.
- You can treat yourself for some conditions with over-the-counter remedies like pain relief tablets and cough medicines.
- Have you consulted your pharmacist? They can give free and expert advice without an appointment.
- Is there a local Minor Injuries Unit, Urgent Care Centre or Walk-In-Centre you could visit?
- But remember – for life threatening conditions and emergency treatment, you must dial 999 or go to the nearest Emergency Department.

About Kernow Health

Kernow Health is owned by the county's GP practices.

Our aim is not to make a profit; rather, our main objective is to deliver a first class service for patients.

The GP out-of-hours service is part of the integrated urgent care service run by Royal Cornwall Hospitals NHS Trust in partnership with Kernow Health Community Interest Company and Vocare Limited.



If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690



RCHT 1685
© RCHT Design & Publications 2017
Printed 11/2017 V1 Review due 11/2020

NHS

Royal Cornwall Hospitals
NHS Trust

How to receive urgent healthcare when your GP surgery is closed

Information about the Cornwall 111 and GP out-of-hours services



One + all | we care

Cornwall 111 and GP out-of-hours is an urgent care service provided by Kernow Health when your GP surgery is closed. The service is for medical problems that cannot wait until your GP surgery reopens.

Emergencies

If you feel your medical problem is life threatening call 999 and ask for an ambulance.

Non-urgent medical problems

The GP out-of-hours service is not for routine enquiries, such as requesting repeat prescriptions, enquiring about test results, or booking an appointment.

Please telephone your GP practice when it is next open, call NHS 111 on 111, or visit NHS Choices at www.nhs.uk

How do I access a GP out of hours?

You cannot call the GP out-of-hours service directly. To access our services call NHS 111 on 111. Calls are free from landlines and mobiles (as long as there is some credit on the mobile phone).



When you call NHS 111, you will be asked for:

- the patient's name
- the patient's date of birth
- the contact telephone number (so a clinician can ring you back)
- the name of the patient's GP and practice
- brief details of the healthcare problem.

You will be asked a series of questions which may seem irrelevant, but are important to determine the right course of treatment for you.

What happens if NHS 111 refer me to Kernow Health?

A clinician will telephone you to clinically assess and advise. The outcome will be either:

- treating yourself at home
- attending a treatment centre (based in a local hospital)
- the clinician may visit you at home.

Details of your contact with Kernow Health will be sent to your own GP.

What can I expect?

- If your call is classed as urgent, a clinician will aim to contact you within 20 minutes.*
- For all other calls, a clinician will aim to contact you within 60 minutes.*

- If your problem cannot be resolved over the telephone, you will be invited to attend a local treatment centre to be seen by a doctor.
- In certain clinical circumstances, a doctor will provide a home visit. For example, patients who are elderly, immobile, or receiving palliative care.
- Urgent home visits should be provided within 2 hours and other visits within 6 hours of a clinician's phone call.*
- Prescription charges will apply where necessary.
- Depending on your problem, the clinician might call an ambulance for you, or advise you to attend your local Emergency Department.
- All telephone calls to and from our service are recorded for your protection and for monitoring purposes. They may be used for training purposes in order to maintain quality and high standards.

*Department of Health Standards.

What can I do to help myself?

The GP out-of-hours service is for urgent healthcare problems. There are lots of things you can do in the meantime.

- Could your health problem wait until surgery re-opens?
- If you take regular medicines it is important that you have a sufficient supply from your own doctor.