



Royal Cornwall Hospitals
NHS Trust



Cornwall 111

Out-of-hours treatment for patients with palliative care needs



One + all | we care

We recognise that patients with palliative care needs, and their carers, can be reluctant to seek help during the night or at weekends.

This leaflet aims to reassure you that we are available throughout the entire out-of-hours period. There will always be a clinician available to speak to. Please call us if you think we are able to help.

Who can I call?

Kernow Health provides the integrated urgent care service in Cornwall. We offer GP and clinical care when your surgery is closed. You can contact us by phoning 111 or the Palliative Care Line on 01872 224050.

What information is required?

We need some brief personal information when you call. Kernow Health uses an electronic information system that records individual treatment plans, decisions and wishes. This information is shared with key healthcare professionals including the ambulance service, hospitals and community healthcare teams. Please be prepared to give the patient's:

- name
- date of birth
- address and telephone number
- GP and surgery name
- current symptoms.

What will happen when I call?

A call operator will take the patient's details. These are sent by computer to a duty doctor. We can contact your local district nurse if requested.

The duty clinician may have a special note provided by your own GP or palliative care nurse explaining your treatment and wishes.

The duty doctor will aim to telephone you within 20 minutes and assess the problem. They can provide:

- advice over the phone
- home visit within two hours (the doctor can also arrange for a district nurse to visit you)
- prescription for medicine or dose adjustment to help control your symptoms.

Details of the above are sent to your own GP the next working day.

Giving you priority

We will give your call urgent priority. The duty doctor will aim to telephone you within 20 minutes.

If a home visit is needed, the visiting doctors will aim to be with you within two hours of the telephone consultation.

When should I call?

Please do not hesitate to call us if you have:

- increased pain that does not settle within two doses of prescribed medication
- nausea, vomiting or other symptoms that do not settle with the usual medication.

You should also call us if you have been advised to contact a doctor by a hospice nurse. Contact us as often as you need to.

Our clinicians work from hospital-based treatment centres and are always ready to help you.

Can we do more to help?

Kernow Health works closely with the palliative care health professionals and hospices around Cornwall. With their help we review and make changes to improve our services for palliative care patients, their families and carers.

We are grateful for any feedback you may have about our service. You can:

- ask your palliative care nurse to pass on any comments to us.
- give your feedback via our website: www.kernowhealthcic.org.uk
- telephone: 01872 221102
- email us: kernowhealthcic.cornwall111admin@nhs.net
- post: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro TR1 3LP

About us

Kernow Health is owned by Cornwall'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 in partnership with Royal Cornwall Hospital NHS Trust 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

