



Devon Doctors
PUTTING PATIENTS FIRST



**How to receive urgent healthcare
when your GP surgery is closed**



Out-of-hours GP service
0845 6710 270

[Local rate - mobile costs may vary according to service provider]



When should I use this service?

Devon Doctors provides an urgent out-of-hours medical service when your GP surgery is closed. The service is for medical problems which you feel cannot wait until your GP surgery opens.

It is not for routine enquiries such as requesting repeat prescriptions, test results, or booking an appointment.

Non-urgent medical problems: please telephone your GP practice when it is next open, or call NHS Direct on 0845 46 47 for general health advice.

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

How should I use this service?

Call 0845 6710 270 (local rate) or 01392 824 600. You will be put through to one of our call operators.



When you telephone, the operator will ask for:

- The patient's name
- The patient's date of birth
- The contact telephone number
(so a doctor or nurse can ring you back)
- The name of the patient's GP and practice
- Brief details of the healthcare problem

We need this information to enable the GP or nurse to return your call and meet your medical needs as promptly as possible. It also enables us to inform your GP practice of the treatment you have received from us.

What happens after you've given your details?

A GP or nurse will telephone to clinically assess and advise. The outcome will be either:

Treating
yourself at
home

Attending a
treatment
centre
(based in a
local
hospital)

The GP may
visit you at
home

Details of your contact with Devon Doctors
are sent to your own GP



Did you know?

- If your call is classed as urgent, a GP or nurse will aim to contact you within 20 minutes.*
- For all other calls, a GP or nurse 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 GP/ nurse's phone call (Department of Health standards).
- Depending on your problem, the nurse or doctor 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.
- Prescription charges will apply where necessary.

*Department of Health standards



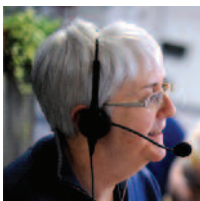
What can I do to help myself?

The Devon Doctors service is for urgent healthcare problems. There are lots of things you can do that mean you might not need to contact us.

- Could your health problem wait until your surgery re-opens?
- If you take regular medicines you can ensure that you have a sufficient supply from your own doctor.
- You can telephone NHS Direct on 0845 46 47 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 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.

Giving us your feedback

We welcome feedback about our service. Phone 01392 822 340, write to PO Box 524, Exeter EX1 9EE or email ddocs.patientfeedback@nhs.net.



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0845 6710 270

01392 824 600

www.devondoctors.co.uk



We are a social enterprise organisation
and are owned by all of the GP practices in Devon.



Email ddocs.patientfeedback@nhs.net or call 01392 822340
to get this information in another language or format

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