



Devon Doctors

Providing urgent out of hours healthcare across Devon

Out-of-hours GP service:
0845 6710 270



Giving us your feedback

You can provide us with feedback about your experience of our service by:

Email: governance.devondocors@nhs.net
Online: www.devondocors.co.uk
Post: PO Box 524, Exeter EX1 9EE
Phone: 01392 822 340

We are a not-for-profit organisation and we are owned by all of the GP practices in Devon.

Please contact us if you require this email in other formats.

Devon Doctors

How to receive treatment when your GP surgery is closed



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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**.





Making sure that you're OK

It's important that you have access to a family doctor (GP) at night and at the weekends and evenings when you are feeling unwell.

Devon's out-of-hours GP service is paid for by the NHS and provided by Devon Doctors. We offer family doctor urgent medical and nursing cover when your surgery is closed.

You contact us out of hours by telephoning a single number — **0845 6710 270**.

Giving you a better service

The on-call doctors have chosen to work and are dedicated to providing the best service during their shift. Your own GP will benefit by not having to work during the night before coming to surgery the next day.

The out-of-hours service operates from treatment centres based in hospitals around Devon.

Telephone first

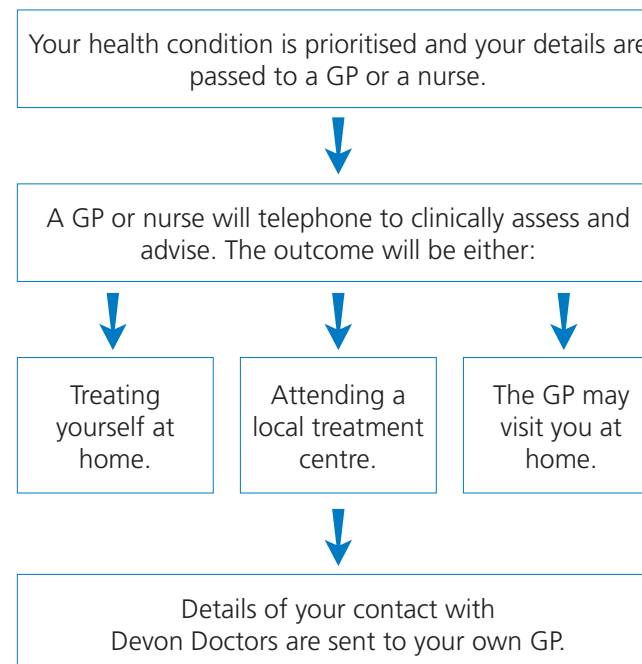
Before attending one of our treatment centres, it is important that you telephone our call centre on **0845 6710 270** first. This could save you a wait.

When you telephone, the operator will ask you for:

- The patient's name
- The patient's date of birth
- The contact telephone number
- The name of the patient's GP and practice
- Brief details of the healthcare problem

We need this important information to be able to treat your immediate problem appropriately and to let your own GP know what treatment you have had from us.

What happens after you've given your details



Did you know?

- All telephone calls to and from our service are recorded for your own protection.
- If your call is classed as urgent a GP or nurse will aim to contact you within 20 minutes.*
- If your call is classed as routine 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.
- Prescription charges will apply where necessary.
- In certain clinical circumstances, a doctor will provide a home visit. For example, patients who are elderly, immobile, or receiving palliative care.
- An urgent visit is provided within 2 hours and a routine visit within 6 hours.*
- Depending on your problem, the nurse or doctor might call an ambulance for you or advise you to attend your local Emergency Department.
- If you feel that your condition is an emergency, please do not delay in ringing 999 or attending your local Emergency Department.

* Department of Health standards