

Can we do more to help?

Halton Health works closely with palliative care health professionals and hospices in Halton.

With their help we review and make changes to improve our service for palliative care patients, their families and carers.

We are grateful for any feedback you may have about our service. We will always pass the comments on to the relevant individual. You can:

- Ask your palliative care nurse to pass on any comments to us
- Give your feedback via our website: www.haltonhealth.co.uk
- Telephone our governance team: 01392 822 340
- Email us: ddocs.patientfeedback@nhs.net

A bit about us

We have been providing an out-of-hours service since 2006.

We are run as a social enterprise. Any profit is put back into our services to benefit patients.

You can find out more about Halton Health by visiting our website: www.haltonhealth.co.uk

Halton Health

Providing urgent out of hours healthcare across Devon

Out-of-hours GP service:
0845 6710 270

Your notes

If you require this leaflet in other formats please Email us: ddocs.patientfeedback@nhs.net or telephone 01392 824 922

Updated July 2011

Halton Health

Out-of-hours treatment for patients with palliative (pain and symptom relief) care needs



Out-of-hours GP service:
0845 6710 270

Halton Health recognises 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 doctor available for you to speak to. Please call us if you think we may be able to help.

Who to call

Halton Health provides the urgent out-of-hours GP service in Halton. We offer urgent GP and nursing care when your surgery is closed.

You can contact us out-of-hours by telephoning **0845 6710 270**.

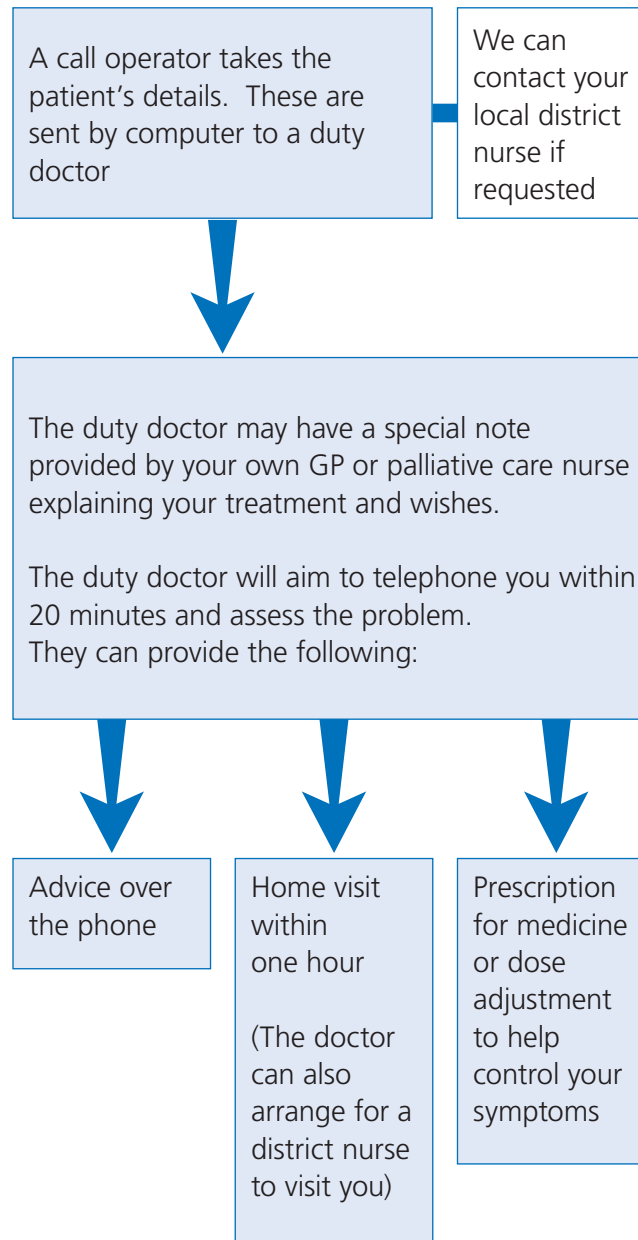
Information we need

We require some brief personal information when you call. Please be prepared to give our call operator the patient's:

- Name
- Date of birth
- Telephone number and address
- GP and surgery name
- Current symptoms



What happens when you call us



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 doctor will aim to be with you within one hour of the telephone consultation.

When should I call?

Please do not hesitate to call us if there is:

- 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 or Macmillan nurse.



Contact us as often as you need to. Our doctors work from treatment centres and are always ready to help you.