

Choose well

Choosing the right service for your problem can help free up the urgent out-of-hours service for those who need it most.

- Could your health problem wait until **your GP practice** re-opens? Your practice is the most appropriate service for routine and ongoing health issues
- **NHS Direct** provides a 24 hour health advice and information service on 0845 46 47 or online at www.nhsdirect.nhs.uk
- You can treat yourself for some conditions with **over the counter remedies** like pain relief tablets and cough medicines
- **Pharmacists** can provide free and expert advice without appointment
- Your local **minor injuries units** or **walk-in centre** are available for the treatment of cuts, sprains and minor burns:
MIU: Halton Hospital, Hospital Way, Runcorn, Cheshire WA7 2DA
WiC: Health Care Resource Centre, Oaks Place, Caldwell Road, Widnes WA8 7GD
- If you have a **life threatening condition** you must dial **999** or go to your nearest **Emergency Department**
Whiston Hospital, Warrington Road, Prescot, Merseyside L35 5DR (0151 426 1600)
Warrington Hospital, Lovely Lane, Warrington WA5 1QG (01925 635 911)
- NHS Halton & St Helens provides the urgent out-of-hours dental service. Dial 01744 451 252 to access this urgent service. Advice or face-to-face appointments are available from 6pm – 9pm Monday to Friday, and from 9am – 5pm at weekends and on bank holidays

Giving us your feedback

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

Email: ddocs.patientfeedback@nhs.net
Online: www.haltonhealth.co.uk
Post: PO Box 524 EX1 9EE
Phone: 01392 822 340

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



NHS
Halton and St Helens

Halton Health

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)

Updated March 2011



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.

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

You can contact us out-of-hours by telephoning **0845 6710 270** (local rate. Mobile costs may vary according to service provider) or **01392 824 600** (national rate).

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 two primary care centres, one in Runcorn and one in Widnes. There is a GP and/or nurse practitioner available at all times throughout the out-of-hours period.

Telephone first

It is important that you telephone before attending one of our treatment centres. This could save you a wait.

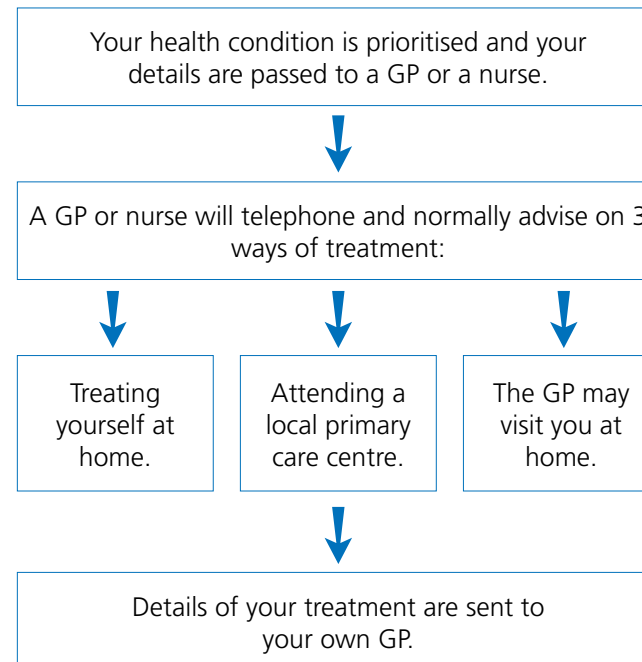
When you telephone, the operator will ask you for:

- 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

Please follow the chart below to see what happens next:



Did you know?

- All telephone calls to and from our service are recorded for your protection, and for monitoring purposes. They may be used for training to maintain our quality and high standards
- 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 primary care 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