

## When is the out of hours service available?

The service operates between:

- Monday to Thursday: 6.30pm – 8.00am  
From 6.30pm Friday until Monday at 8.00am
- The service is also available on Bank Holidays.
- Only contact the out of hours service if you have a medical problem that cannot wait until your surgery opens.

## The new number is 0844 811 3060

Use it from today.

## What will happen when I call this number?

When you call the out of hours service, you will speak to a trained call handler who will ask you questions about your health problem and will record the details on our database. If you need advice from one of our clinical team, you will be passed through to a health professional to give you the necessary support and advice.

## Home visits

If staff feel you need a home visit, a healthcare professional will visit you at home. The visits will occur in order of medical priority.

## Attending a Primary Care Centre

If you need face-to-face medical attention you will be asked to attend a Primary Care Centre. Staff will arrange an appointment time for you in a local Primary Care Centre and will call you to let you know when and where to attend. Doctors and nurses at the centre will either provide treatment or refer you to other services if required. Appointments are strictly by prior arrangement, as clinic times may vary.

## Tell us about it

We welcome your suggestions and compliments – as well as your complaints – so that we can continue to improve our services. Please speak to a member of staff or contact our Patient Advice and Liaison Service (PALS). You can also pass on your comments via our website.

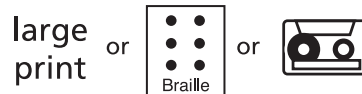
**E&TVS PALS - 023 8087 4545**  
[www.eastleightandtvspct.nhs.uk](http://www.eastleightandtvspct.nhs.uk)

**Mid Hants PALS - 01962 825758**  
[www.midhampshirepct.nhs.uk](http://www.midhampshirepct.nhs.uk)

**New Forest PALS - 023 8087 4545**  
[www.newforestpct.nhs.uk](http://www.newforestpct.nhs.uk)

**Southampton City PALS - 023 8029 6929**  
[www.southamptonhealth.nhs.uk](http://www.southamptonhealth.nhs.uk)

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Eastleigh and Test Valley South, Mid Hampshire, New Forest,  
and Southampton City Primary Care Trusts  
Designed by Creative Services – CS9321 – August 2005



**Out of Hours service covering:**  
**Eastleigh and Test Valley South,**  
**Mid Hampshire, New Forest, and**  
**Southampton City Primary Care Trusts**

Primary Care Trusts in the Eastleigh and Test Valley South, Mid Hampshire, New Forest, and Southampton City are responsible for providing health services outside of doctor's surgery opening times.

We want to continue to give you the right treatment at the right time in the right place. The Primary Care Trusts are now working with Hampshire Ambulance Service to provide a local out of hours service for you.

## When should I call the out of hours service on 0844 811 3060?

It is sometimes difficult to know what kind of help you need when you have a health problem. This leaflet should help you decide which NHS service you need to help you.

Answer the questions in the coloured boxes to the right in order. As soon as you answer **yes** check the colour of the section, which will direct you to the appropriate service to help you.



### Is it an emergency?

- |  |            |
|--|------------|
| 1. Could mine or someone else's life be at risk if I don't get help now? | <b>YES</b> |
| 2. Is it a critical situation like a broken bone or deep wound?          | <b>YES</b> |

### It is an emergency

In a critical or life threatening situation go to your nearest A&E hospital department or if you think you need immediate treatment call 999 for an ambulance.

### Is it serious?

- |  |            |
|--|------------|
| 3. Do I need medical help within the next few hours?                               | <b>YES</b> |
| 4. Is this a new problem or one that has changed that needs urgent medical advice? | <b>YES</b> |

### It is serious

Call your GP surgery for telephone advice or to make an appointment – let the person know you think it is serious. If the surgery is closed, call the out of hours' number on **0844 811 3060**.

### Is it routine?

- |  |            |
|--|------------|
| 5. Do I need a repeat prescription?                                    | <b>YES</b> |
| 6. Do I want help with something that is an ongoing problem?           | <b>YES</b> |
| 7. Do I want help with an everyday health problem?                     | <b>YES</b> |
| 8. Would I like medical advice because I am concerned about my health? | <b>YES</b> |
| 9. Do I want to improve my health but need advice on how to do it?     | <b>YES</b> |
| 10. Do I need help in deciding what medicine to take?                  | <b>YES</b> |
| 11. Can I treat my symptoms at home?                                   | <b>YES</b> |

### It is routine

Call NHS Direct on 0845 4647 for advice or call your GP surgery to book an appointment with a GP or practice nurse. You can also seek on the spot advice and treatment from your local pharmacist, who will be happy to answer your questions. Keep a well stocked medicine box at home with items such as plasters, bandages, paracetamol, thermometer, antiseptic, decongestant for children and you may be able to deal with this problem yourself at home.

**The out of hours service is not designed for the request/collection of repeat prescriptions. Please contact your GP surgery during normal working hours to arrange this.**

If you are still unsure call NHS Direct on 0845 4647, where you will speak to an experienced nurse or professional advisor who will be able to give you confidential health advice on all types of health problems and conditions. Lines are open 24 hours a day, 7 days a week.

**NHS**  
**Direct**

▶ [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
▶ Digital TV  
▶ Telephone 0845 4647

Available 24 hours