

Is the service free of charge?

The Out of Hours service is provided for you by the NHS and is, therefore, free of charge. However if you normally have to pay prescription charges, these may still apply.

What if I need a dentist?

If you have dental pain and do not have a dentist or are visiting the area you should dial 111 for advice. There are limited dental appointments available at the weekend; standard NHS dental charges apply.

What if I'm already in a Minor Injuries Unit (MIU)?

At some Primary Care Centres, Medvivo shares facilities used by MIUs, however the two services are managed separately and deal with different medical conditions.

The MIU is a nurse-led service that manages minor injuries - these are not the same as minor illnesses.

If you attend the MIU with an illness, without calling 111 first, you are likely to experience an unnecessary delay. You may be asked to go home and return at your appointed time to be seen by an Out of Hours clinician.

Your clinical records

Medvivo has limited access to the records held by your own GP.

Medical records created as a result of your contact with us are kept electronically and forwarded to your own surgery by 8.00 am the following day to ensure that your GP is kept informed of your consultation.

Quality monitoring

Medvivo is committed to providing a high quality service. We strive to meet and exceed essential standards of quality and safety and are regulated by the Care Quality Commission. You can read our report at www.medvivo.com/quality

As part of our quality monitoring, we send questionnaires to people who have used our services. If you receive one, please take a few moments to complete it. Your comments will help us to improve the service we deliver to our patients.

How do I provide feedback about the service I received?

We value your comments and would like to hear from you when things go well. We also understand that you need to tell us should things go wrong. Please contact us on the details given below.



0800 6444 200

WWW

www.medvivo.com



info@medvivo.com

A leaflet, *'Comments, Complaints and Compliments'* is also available on request.

If you need this leaflet in a different format or language, please call the Quality Team on 0800 6444 200.

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Welcome to the GP Out of Hours Service

A guide to accessing urgent medical care when your GP surgery is closed.

The Out of Hours period is between 6.30 pm and 8.00 am on weekdays, 24 hours at weekends and Bank Holidays.

The GP Out of Hours service can be accessed by calling 111.

Medvivo provides a GP Out of Hours service when GP surgeries are closed.

We provide a service for patients across Bath and North East Somerset, Swindon and Wiltshire who are experiencing medical problems that cannot wait until the next time their GP surgery is open.

medvivo 
integrating health and care

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How do I contact the service?

You cannot contact Medvivo directly out of hours.

You should dial 111 from a mobile or landline to access medical care. This number is free to call from both landlines and mobiles. You can call your GP surgery out of hours, however your call will be directed to the NHS 111 service.

One of the team of NHS 111 advisors will take your details and assess your symptoms. If you need to speak to or be seen by a GP, the 111 advisor will refer you to the GP Out of Hours service.

Once the NHS 111 team has referred you the GP Out of Hours service will decide on the most appropriate care for you based on your symptoms. This may include:

- Providing you with advice.
- Arranging for you to be seen at a local Primary Care Centre.
- If clinically appropriate, arranging for a healthcare professional to visit you at home.

Should I call an ambulance?

If you, or the person you are calling on behalf of, has any of the following you should call 999:

- Severe chest pain
- Difficulty breathing
- Loss of consciousness
- Severe blood loss
- Severe burns or scalds
- Fitting/convulsions
- Drowning
- Severe allergic reaction

You should always call 999 if you feel that it is an emergency.

What is the difference between NHS 111 and GP Out of Hours service?

These are two separate organisations who work together closely to help manage your urgent care needs out of hours.

All patients should contact 111 to access urgent medical care directly.

If your condition deteriorates, or you wish to inform us of any new or changing symptoms, you should also call 111 or 999 as appropriate.

What happens next?

You may be given advice and information on how you can manage your symptoms. You may be offered a call back from a clinician to discuss your urgent medical problem. Alternatively you may be offered an appointment to come to one of the local Out of Hours Primary Care Centres.

Attendance at these centres is strictly by appointment and walk-ins are not permitted. This is because there is not always a Doctor or Nurse Practitioner in attendance.

Your telephone consultation may lead to a home visit for those who are too unwell to travel. Drivers and fully equipped cars are available for Doctors and Nurse Practitioners to visit patients at home.

Both organisations operate a zero tolerance approach to violent or abusive behaviour towards staff.

If you threaten or intimidate staff, you may be asked to seek medical assistance elsewhere.

Please note all calls into and out of Medvivo are recorded for monitoring and training purposes.

Who will I see?

Medvivo uses a variety of clinicians:

- General Practitioners
- Advanced Nurse Practitioners - nurses with specialist training in the management of Primary & Urgent Care conditions
- Pharmacists
- Paramedics

GPs, Nurse Practitioners and Pharmacists working in the GP Out of Hours service are able to prescribe medication.

Busy Times

Like all services, we have times that are much busier than others. You will always be advised by the NHS 111 call advisors what to do if your condition gets worse whilst you are waiting for a call back or appointment time. You will also be asked to ring again if we have not been able to return your call within a certain time.

The busiest times are weekend mornings and bank holidays.

Can I get repeat medication?

It is possible to access your repeat medication from your local pharmacy, many of which are open out of hours. If you have a repeat prescription sheet you can take it to any pharmacy for an emergency supply of medicines.

You should only contact 111 for medicines that are essential and that you cannot obtain from a pharmacy.