

Patient Advice and Liaison Service (PALS)

If you need further advice or support around accessing health services, or feel that you have been treated poorly or discriminated against you can contact PALS.

PALS provides confidential advice and support, helping to sort out any concerns you may have about local healthcare services.

Contact the PALS team on 020 8973 3111 or email pals@rtpct.nhs.uk or write to:

Quality Manager
NHS Richmond
Thames House
180 High Street
Teddington
TW11 8HU

www.richmond.nhs.uk

Self-care
www.nhs.uk
NHS Direct 0845 46 47
Pharmacy
GP
NHS walk-in centre
A&E or 999

Translations

If English is not your main language, or if you would like this leaflet in large print, Braille or on audio tape, please contact NHS Richmond on 020 8973 3111.

Albanian

Nese keni veshtersi per te kuptuar kete dokument, sherbimi per perkthime eshte ne dispozicion sipas kerkeses. Per te dhena te metutjeshme kontaktoni PCT ne 0208 973 3111.

Arabic

اذا كنت تواجه صعوبة بفهم هذه الوثيقة فان قسم الترجمة يستطيع المساعدة عند الطلب. للمزيد من التفاصيل اتصل بالبي سي تي على هاتف 0208 973 3111.

Bengali

আপনার যদি এই লেখাটি বুঝতে অস্ববিধা হয় তাহলে অনুরোধ করলে অনুবাদের ব্যবস্থা করা যাবে। আরও বিস্তারিত জানবার জন্য পি সি টি-কে 0208 973 3111 নম্বরে টেলিফোন করে যোগাযোগ করুন।

Farsi

اگر شما برای فهمیدن این مدرک دچار مشکل هستید، خدمات ترجمه در صورت درخواست موجود می باشد. برای اطلاعات بیشتر با PCT با شماره 0208 973 3111 تماس بگیرید.

Gujarati

વિનંતી કરવાથી ભાષાંતરની સેવા તમને મળી શકશે. વધુ વિગતો માટે પી.સી.ટી (PCT)ને સંપર્ક સાધો: 0208 973 3111

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਪਰਚਾ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਆਉਂਦੀ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਇਸ ਦਾ ਪੰਜਾਬੀ ਵਿੱਚ ਤਰਜਮਾ ਕਰਵਾ ਸਕਦੇ ਹੋ। ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਪੀ ਸੀ ਟੀ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 0208 973 3111

Urdu

اگر آپ کو یہ دستاویز سمجھنے میں مشکل پیش آرہی ہے، تو اس کیلئے اردو ترجمے کی سہولت دستیاب ہے۔ مزید معلومات کیلئے پی سی ٹی (پرائمری کیئر ٹرسٹ) سے اس نمبر 020 8973 3111 پر رابطہ کریں

Out of hours services in Richmond

0300 024 0000*

This leaflet tells you what to do if you need urgent care when your GP practice is closed.



Out of Hours Services

The Out of Hours service provides urgent medical care for patients in the borough of Richmond upon Thames outside of normal practice hours. The service is staffed by local GPs who are based in the borough.

When does it operate?

The service is available between the hours of 6.30pm and 8.00am every weekday and from 6.30pm on Friday until 8.00am on Monday during the weekend. It also operates on bank holidays.

How do I contact a GP outside normal practice hours?

If you or a family member has a **medical condition that cannot wait** until your usual practice is open, you may want to contact the Out of Hours service.

What happens next?

When you call the Out of Hours service you will be answered by an operator who will ask you for the following details:

- The patient's name, address, date of birth and contact telephone number.
- The name of the patient's GP.
- Brief details of the medical condition concerned.

You may be redirected at this point to a more appropriate service eg: dentist, pharmacist etc. Otherwise you will be put through to a GP who works for the Out of Hours service who will discuss your problem or condition further with you.

How will the GP help me?

In many cases, you may find that the advice the GP can offer will enable you to look after yourself (or another family member) at home. However, the GP may arrange for you to attend an out of hours health centre where you will be seen by a GP. If this is the case, the GP will provide you with details of when to attend and how to get there. Alternatively the GP may arrange for a home visit to be made.

Home visits

Home visits are made at the discretion of the GP who contacts you. Most visits are made to patients who are elderly or frail, who are terminally ill, or who have a severe and deteriorating medical condition which would make it unsafe for them to travel. The Out of Hours GP's aim is to ensure that seriously ill and vulnerable patients are visited promptly.

Your own GP will be informed the following working day that you have been advised or seen by the Out of Hours service.

**GP Out of Hours number:
0300 024 0000***

* Calls charged at local call rate.

Pharmacies

Visit your pharmacy when you are suffering from a common health problem that does not require being seen by a nurse or GP, eg diarrhoea, runny nose, painful cough, headache. Your pharmacist can provide advice on common illnesses and the best medicines to treat them.

Walk in centres

Walk-in centres treat minor illnesses and injuries that do not need a visit to A&E, eg cuts, sprains and skin complaints. Walk-in centres are open from 8.00am to 10.00pm Monday to Friday, and 8.00am to 9.00pm Saturday and Sunday. You do not need an appointment and will be seen by an experienced nurse.

Other sources of help

Your GP practice is not the only source of help. You can also get medical advice from:

- NHS Direct – you can speak to a nurse at any time of day or night by calling 0845 4647
- For internet information on all aspects of health and healthcare, go to www.nhs.uk

In a life-threatening emergency, please dial **999** and ask for the ambulance service.