

When should I call this service rather than 999 or NHS Direct?

If you require emergency treatment for a potentially life-threatening condition you should dial **999** and ask for the ambulance service. The following conditions are considered potentially life-threatening:

Chest Pain
Loss of Consciousness
Breathing Difficulties
Severe loss of blood

For any other condition which you feel cannot wait until your GP surgery opens you should contact the out of hours service

If you only require health information should contact NHS Direct on 0845 4647

Your local pharmacy will also be able to give you advice and offer a range of over the counter medications.

How do I contact the service?

Dial your normal GP surgery telephone number and your call will be re-directed or another number given for the OOH service

When is the Out of Hours service available?

The GP Out of Hours service is available whenever your GP surgery is closed:
Monday to Friday evenings/nights: 18:30 to 08:00
Saturday, Sunday and Bank Holidays: 24 hours

What can I do if I wish to comment on the service I have received?

Any comments you wish to make concerning the out of hours service should be made to:

Derbyshire Health United
Canterbury House
Stephensons Way
Wyvern Business Park
Derby DE21 6LY

Tel: 01332 545660

Alternatively you can contact the PCT Patient Advice & Liaison Service (**PALS**) on:
0800 783 7279

Derbyshire County **NHS**
Primary Care Trust

Derby City **NHS**
Primary Care Trust



This leaflet is produced by:
Derbyshire County PCT, Scarsdale, Nightingale
Close, Off Newbold Road, Chesterfield,
Derbyshire, S41 7PF

The Out of Hours Medical Service in Derbyshire

A Guide to getting access to urgent healthcare when your GP surgery is closed



To contact the OOH service phone your normal GP telephone number

Who will I speak to?

Your call will normally be taken by a non-clinical person who will record your name and contact details and will ask the reason for your call. Depending on your problem you may go on to speak to a nurse or doctor. Where possible you should be dealt with in a single call, but when the service is very busy you may be called back.

At the end of your call you will be told what is the most appropriate course of action. This could be:

- Health Advice over the phone
- An appointment at a treatment centre
- A visit to your home by the service
- To visit your GP when they are next open.
- Advice to attend your nearest A&E Department
- Transfer to the ambulance service

Will any information I give be kept securely and confidentially?

Any information you give to the service about yourself and your condition will be held securely according to NHS data protection principles. This information will be shared with clinicians so that they can give you the most effective care.

Will I need to be able to travel?

If you are asked to attend a treatment centre you will need to get there by your own transport. There are guidelines for when a home visit is appropriate and this decision will be based on your clinical condition. If you are visited this could be by a doctor, nurse practitioner or emergency care practitioner. All practitioners can make an assessment and issue medication.

Will my GP be advised of my use of the service?

Information about your contact with the out of hours service will be forwarded to your GP surgery by the start of the next working day.



Will I be able to get medications?

If you require a medication and a pharmacy is open you will normally be given a prescription to take to the pharmacy. When pharmacies are closed or under other specific circumstances you may be issued with the medication by the doctor or nurse. If you are not exempt from prescription charges you will be issued with an invoice by the clinician so that you can submit payment for the medication at a later time.

Where are the Out of Hours Treatment Centres located?

There are Treatment Centres throughout Derbyshire. Some centres are staffed all the time and others only when activity is at its highest (e.g. Weekends).

The following is a list of all treatment centres, you will need to make an appointment first at most centres but some do accept walk-in patients (marked '**WIC**')

North High Peak Urgent Care Centre (WIC): Hyde Bank Road, New Mills, High Peak, SK22 4BP

Buxton Cottage Hospital: London Road, Buxton, Derbyshire, SK17 9NJ

Scarsdale: Nightingale Close, Off Newbold Road, Chesterfield, Derbyshire, S41 7PF

Bolsover Hospital: Welbeck Road, Bolsover, Chesterfield, S45 9DZ

Clay Cross Community Hospital: Market Street, Clay Cross, Chesterfield, S45 9DZ

Whitworth Hospital: 330 Bakewell Road, Darley Dale, Matlock, DE4 2JD

Ripley Hospital: Sandham Lane, Ripley, Derbyshire, DE5 3HE

Ilkeston Community Hospital: Heanor Road, Ilkeston, Derbyshire, DE7 8LN

Long Eaton Health Centre: Midland Street, Long Eaton, Nottingham, NG10 1RY

Derby Medical Centre: 105/105a Duffield Road, Derby, DE22 1AE

Park Medical Practice: Maine Drive, Chaddesden, Derby, DE21 6LA

Swadlincote Clinic: Civic Way, Swadlincote, Derbyshire, DE11 0AE

Derby Walk-in Centre (WIC): Osmaston Road, Derby.