

## Emergency Advice & Out of hours care

URGENT MEDICAL ADVICE is available 24 hours a day, 7 days a week, every day of the year.

Call **111** . . .

- If it's out of hours and the surgery is closed.
- If you need medical help or advice quickly but it doesn't need a 999 ambulance.
- If you think you should go to A&E or an urgent care centre, but you're not sure.
- If you don't know who else to call.
- If you need health advice, information or re-assurance about what to do.



Your call will be answered by a fully trained advisor, supported by experienced nurses and paramedics. They will call a '999' ambulance if it is necessary or advise you whether to visit an out-of hours surgery or your regular doctor.

If it's not a life threatening emergency

Call **111** at any time

## Appointment reminders by text

LEAVE A NOTE at reception with your name, date of birth (the usual check) and your mobile number and ask for 'Text reminders'. Our system will automatically send a message to your mobile phone to remind you of your next appointment.



You can also sign up to the on-line appointments and repeat prescriptions service and we can send your prescription direct to your preferred pharmacist – no need to deliver the form and then collect it days later. Bring photo ID to reception to obtain your login details.

## A&E stands for Accident & Emergency

IT'S NOT A FAST TRACK to medical services. If you have not had an accident or it's not an emergency you ought not to be in the A&E department. You're probably blocking the treatment from someone who *really does* need urgent medical care.

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Unwell? Unsure? Confused? Need help?	Call 111 out of hours
	Vomiting- Ear pain- Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy

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Saltscar Surgery

## Younger Patient Personal Privacy

*The information we keep and how we use it.*



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## What records do we keep?

We keep records about you and your health so that we look after you and offer you the best advice and healthcare.

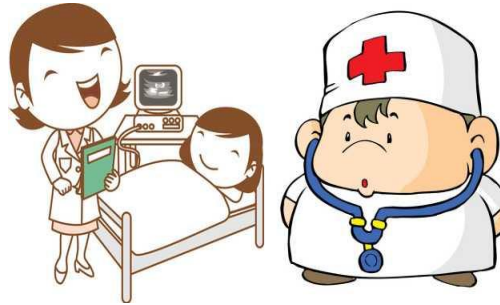
We keep details of:

- Your name, age and address 
- Who you live with and who looks after you
- What care, medicines and treatments we have given you 
- Photographs we take of injuries or medical conditions
- The results of scans and x-rays



## We keep this information :

- On secure computers that can only be accessed by people who 'need to know'.
- In traditional paper records that can be accessed only by authorized members of staff.



## We may need to share

Sometimes we might need to share your records with other people who look after you, such as another doctor or nurse or if you are in hospital.

If you had a serious accident you would want to get the best treatment and we may need to share some information with another doctor or nurse.

## Keeping it secret

People who use your information cannot tell anyone about what you say to them, unless they are worried about your safety.

The office staff will never tell anyone anything about you, not even your parents.



## Helping other people

Sometimes we need to use some of your information to help other people, to teach them or to learn new things. We will remove your name, age and address so that no one will know it's about you.

## Will you tell my parents?

*Teenagers* - Once a doctor considers that you are mature enough to make reasoned and sensible decisions, then confidential details will not be shared with your parents or guardians without your permission.

However there is an over-riding rule for the protection of all patients.

If a doctor feels that your health is at risk, or you are in a vulnerable situation, the doctor may share information on a 'need to know' basis with a carer, parent or guardian. *This is quite exceptional and happens only after full consideration of all the relevant facts.*

