

Do you know who to call for **ROUTINE, URGENT** or **EMERGENCY** Health advice?

Routine: regular GP/Pharmacist

Monday to Friday (08:00hrs – 18:30hrs)

For **ongoing health advice** or perhaps a **home visit** for routine or non-urgent / non-emergency response.

Speak to your GP Practice Pharmacist or Community pharmacist if you have **non-urgent** medicines-related issues, including questions about supply, dosing, formulations, preparation / reconstitution, side effects of medicines, and how to use devices (inhalers, etc.)

SPA – 0300 300 1000

Single Point of Access for Community Nursing & Community Therapy

Urgent: Healthcare Professional Line – 0300 323 0672

24 hours a day, 365 days a year

Direct access to Clinicians for Care Homes to discuss immediate health care needs that require an urgent response from a Clinician, including access to the Home Visiting Service.

Emergency: 999

Including suspected **stroke**, difficulty in **breathing**, **chest pain**, suspected **sepsis**, **falls** resulting in **head injury**, **significant bleeding** or **obvious injury**. The ambulance crew that attend may assess the patient as not requiring conveyance to hospital and therefore may put in place alternatives.

If there is a **ReSPECT Form** or **Advanced Care Plan** stating
“Not for admission” call HCP line/GP instead