

General information

Please do not call for routine matters

The Out-of-hours Service is only for urgent healthcare and treatment. We cannot provide you with repeat prescriptions, or make an appointment for you with your GP or practice nurse. For these and other routine matters you will need to contact your GP surgery during normal opening hours, between Monday and Friday.

Paying for prescriptions

If you usually pay for medicines prescribed by your GP you will be asked to pay the current prescription charge for each item dispensed by us. This will not be charged at the time of treatment, as our primary care treatment centres do not handle money. A request for payment will be sent to your home address.

Dental Emergencies

We cannot deal with dental emergencies. Please call your own dentist and listen to the answer phone message or, if you do not have a dentist, contact NHS Direct on **0845 600 3246** for advice on pain relief or an emergency appointment.

Commendations, concerns or complaints

It is our aim to make sure that every patient has a good experience of using our service and it is helpful to know when we get things right as well as when you are unhappy about any aspect of the care we have provided.

If you have any commendations, concerns or complaints about our service please write to us at:

East of England Ambulance Service,
Norwich Office,
Hospital lane,
Hellesdon, Norwich, NR6 5NA

Telephone: 01603 422820

Email: pals@eastamb.nhs.uk

If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please call 01603 422827 and we will do our best to help.

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Out-of-hours Service

Urgent health care and
treatment in Norfolk at
night, weekends and
public holidays

What is the Out-of-hours Service?

We can help when your GP surgery is closed and you need urgent health care and treatment at night, weekends and on public holidays.

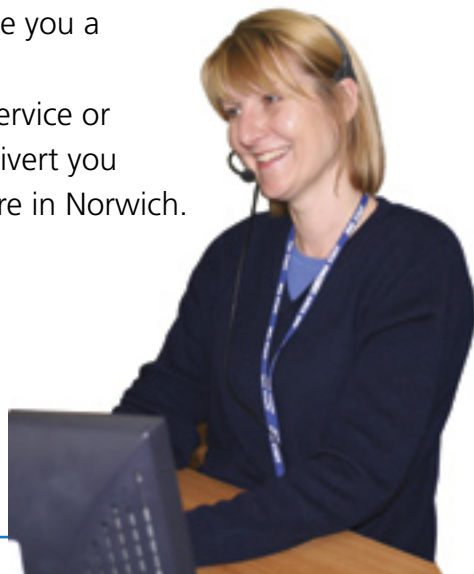
When is it available?

Weekdays: between 6.30 pm and 8.00 am.

Weekends and public holidays: 24 hours.

Call your surgery number and listen to the recorded information.

It will either give you a number for the Out-of-hours Service or automatically divert you to our call centre in Norwich.



What to expect

Our call-taker will ask you for details of your problem.

Depending on the nature of your illness you will then speak to a doctor, a nurse or an emergency care practitioner who will assess you.

They will either:

- Give you advice over the telephone on how to treat yourself at home or to visit a local pharmacy
- Ask you to attend a local primary care centre where you may be treated by either a doctor, a nurse, or an emergency care practitioner
- Arrange for you to have a home visit from either a doctor, a nurse or an emergency care practitioner
- In some cases, for example at very busy times, a doctor, a nurse or an emergency care practitioner may call you back as quickly as possible.

Other options for health care

Pharmacy

Ask a pharmacist for advice about the most useful items to keep in your home medicine cabinet so that you are able to treat minor illness and injury yourself.

NHS Direct

Not sure if you need a doctor, or just want information and advice about a health problem? Call NHS Direct on **0845 4647**, available 24 hours.

Norwich NHS Walk-in Centre

Dussindale, Pound Lane, Norwich, Telephone **01603 300122** (next to Sainsbury's).

The experienced nursing team are able to treat a wide range of minor illnesses and injuries. No appointment is needed.

Open Weekdays 7am to 10pm and Weekends and public holidays 9am to 10pm.

Cromer Hospital Minor Injuries Unit

Open 8am to 10pm seven days a week, for the treatment of all kinds of minor injuries.

Emergencies

Think carefully before dialing 999 for an ambulance or going to a hospital accident and emergency department (A&E). These services are for people who are seriously ill or injured.