**WHO SHOULD I CALL FOR**

**URGENT OR EMERGENCY HEALTH ADVICE?**

|  |  |  |
| --- | --- | --- |
| C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0240719.wmf | **GP PRACTICE**Monday-Friday 08:00-18:30 | For ongoing advice or perhaps a home visit that does not require an emergency 999 ambulanceGP Practice names & direct telephone numbers:1:2:3:4:5: |
| https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcQ8o8nlxYTrfYWqmUowVWA_YIPeJFnuLIlTLOuwVfr5CK_Ncd6CV4x-yA | **0845 840 0065****CLINICAL NAVIGATION HUB**24 hours a day, 365 days a year | Direct access to clinicians to discuss urgent care needs (formerly the Health Care Professional / home visiting line) |
|  | **999**24 hours a day, 365 days a year | Serious or life-threatening conditionsBefore calling please consider personal health care plans which specify what to do in such a situation, or DNAR forms |
|  | **111 \*6**24 hours a day, 365 days a year | Please use this number if you are unable to make contact with any of the above |

|  |
| --- |
| When contacting the above, please have the following to hand:* MARS chart
* Details of the residents medical background

In addition, please use the Check for Change Tool. Alternatively have the following information to hand:* Any changes in colour
* Any changes in breathing
* Temperature
* Blood Pressure / Pulse
* Any pain – where from, how bad, how long
* Ability to move around as usual / still on floor
* Vomiting – how often, how much, what does it look like
* Passing urine and opening bowels
* Have all medications been taken as usual
* Is there a care plan (with a Do Not Resuscitate Order as appropriate)
* What do you feel is the problem
 |