**WHO SHOULD I CALL FOR**

**URGENT OR EMERGENCY HEALTH ADVICE?**

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| 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 ambulance  GP Practice names & direct telephone numbers:  1:  2:  3:  4:  5: |
| [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcQ8o8nlxYTrfYWqmUowVWA_YIPeJFnuLIlTLOuwVfr5CK_Ncd6CV4x-yA](http://www.google.co.uk/url?url=http://www.hispanicprblog.com/hispanic-market-white-papers-research/major-hispanic-poll-finds-latino-voters-overwhelmingly-support-health-care-reform.html&rct=j&frm=1&q=&esrc=s&sa=U&ei=J6TxU4_IMerF7Aa7pIGwAg&ved=0CBgQ9QEwAQ&usg=AFQjCNEhHmKIvapIfBu6e2tVYicWXuowPQ) | **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 conditions  Before 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 |

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| 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 |