

Like all health and social care services, the GP Out of Hours experiences extra demand over the winter months. Despite how busy we are, we want to continue to provide a safe, high quality and accessible service across the whole Southern Trust area.

We are appealing to people to help ensure that everyone receives the most appropriate timely care for their needs by using the service in the right way.

HSC Southern Health
and Social Care Trust
Quality Care - for you, with you

The **GP Out of Hours** service should only be used for **urgent** medical problems that **cannot wait** until your own GP practice re-opens.



Always **phone first** if you need the GP Out of Hours
Tel: 028 3839 9201

How to Use GP Out of Hours

The GP Out of Hours service **should only be used for urgent medical problems** that cannot wait until your own GP practice re-opens.

You can telephone from 6pm to 8am Monday to Friday, all day Saturday, Sunday and Bank Holidays on Tel: 028 3839 9201.

When you phone the GP OOH Service:

1. You will be asked to provide details of your condition to a specially trained call handler.
2. The call handler codes the call with a priority:
Emergency if patient is unresponsive and advice to phone 999.
Urgent e.g. shortness of breath, fit / seizure / urgent mental health problems.
Routine e.g. tummy or flu symptoms
3. The call then transfers to a computerised list which the GPs and Nurses work through to prioritise. If your condition deteriorates and you have not received a call back from a Doctor or Nurse it is important that you call the service back.
4. The Doctor or Nurse phones the patient back to carry out a clinical assessment, leading to one of the following options:
Telephone advice and discharge from the service
Being provided with a **prescription**
Being given an **appointment** at a GPOOH centre
Arranging a **home visit**
Referral to hospital or to another agency for follow up

The phone first system aims to make the service much more convenient for patients. Making sure everyone gets the most appropriate service to meet their needs and avoiding an unnecessary wait.

Follow us on:



Bases and Opening Times

The GP Out of Hours Service runs across three main bases at Craigavon Area, Daisy Hill and South Tyrone hospitals with two part time centres at Tower Hill, Armagh and Kilkeel Primary Care Centre.

To ensure that the staff available can provide services to the total population of 360,000 people it is sometimes necessary to concentrate GP resources on the three more central sites - Craigavon, Dungannon and Newry. This will impact only on those patients who are asked to attend a centre for a face to face appointment, all other GPOOH services i.e. telephone advice and home visits remain available.

Main GP OOH bases	Appointments can only be arranged during the listed opening hours
Craigavon Area Hospital Daisy Hill Hospital, Newry South Tyrone Hospital, Dungannon	Monday to Friday: 6.00pm to 8.00am Saturday, Sunday and Bank Holidays: All day
Part time bases	Appointments can only be arranged during the listed opening hours
Armagh Community Hospital Kilkeel Primary Care Centre	Monday to Friday: 7.00pm -11.00pm Saturday, Sunday and Bank Holidays: 9.00am -11.00pm Monday to Friday: 8.00pm – 11.00pm Saturday, Sunday and Bank Holidays: 11.00am – 2.00pm and 8.00pm -11.00pm

If an appointment is needed outside of the times listed for Armagh and Kilkeel it will be offered at one of the main bases.

Christmas and New Year

**Wednesday 24 December from 6.00 pm until Monday 29 December at 8am
 Wednesday 31 December from 6.00 pm until Friday 2 January 8am**

Order repeat prescriptions from your GP.

Self manage minor illnesses like colds, coughs or seek advice from local community pharmacists. For details on minor ailments [click here](#).

Visit your GP in normal surgery hours – they will know your medical condition best.

Use other services e.g. Minor Injuries Units (South Tyrone Hospital Mon –Fri 9am to 9pm, Sat and Sun 10am to 6pm Tel: 028 3833 4444

GP OOH is only funded to provide care for people with URGENT health problems which cannot wait

until normal GP surgery opening hours. Increased demand for non urgent conditions can create unnecessary delays for patients who require urgent care and patients whose condition is assessed as non urgent may experience a delay. For more information on how and when to contact GP out of hours and what to do in an emergency click www.gpoutofhours.hscni.net

Feeling unwell?

Make sure you Choose well

There are a range of healthcare services available to help you find the right care. Choose the right option and you may be feeling better quicker.

To find out more, visit www.nidirect.gov.uk/choosewell

