Bolton GP out of hours is a community based service which delivers urgent primary care in the out of hours period. The service is currently based at Waters Meeting Health Centre and is operational from 6.30 pm -8am Monday to Friday, all weekend from 6.30pm on Fridays until 8am Monday and bank holidays.

The service is staffed by reception staff, drivers, clerical staff, general practitioners, advanced practitioners and triaging nurses.

The out of hours (OOH) service offers timely access to high quality primary care in the OOH period. It complies with National Quality Standards for OOH Care and Care Quality Commission Standards.

**What will happen when I ring the service?**

Your call will be answered by a call handler. All call handlers have received an intensive training and induction programme. They are only allowed to answer live calls from patients once they have successfully completed all their training.

The call handler will initially ask for the patient’s name and contact details, the patient’s own GP and any symptoms that the patient may have. With the support of a clinical decision support package, the call handlers are then able to prioritise these symptoms and advise them of the next steps. If the call is an emergency, the call handler can transfer the patient directly through to the ambulance service. Otherwise, the patient will be called back by a clinician in either 20 minutes if the call is urgent, or 60 minutes if the call is not urgent.

When the clinician, either a GP or nurse, calls the patient back, they ask further questions about the patient’s condition to reach an initial diagnosis and determine what medical care they may need. They are then able to offer the patient a number of different options:

- They can give advice over the phone without the patient needing to see a GP or nurse in person. The majority of patients that contact us do not need anything more than this.
- They can offer the patient a face to face consultation at our out of hours base.
- They can also offer the patient a face to face consultation in their own home, referred to as a home visit. This is usually only offered if the patient is very seriously ill or housebound.
- If the patient is more seriously ill, the GP or nurse can send them straight to the local A&E department.

The patient is always encouraged to ring the service back if their condition deteriorates.

**When should I contact the out of hours service?**

If you feel unwell and think that you need to urgently see a GP, you should ring your usual GP surgery. If the surgery is closed, you will be re-directed to out of hours. The service is an appointment based service, and not a walk-in service.

The out of hours service is for urgent calls only, and not for emergency or routine calls. If you or the patient has a potentially life threatening illness, please dial 999.

Alternatively, if you think that you can wait until your own GP surgery re-opens, please call them back then.

**Bolton GP Out of Hours**

**Bolton NHS Foundation Trust**

Waters Meeting Health Centre
Waters Meeting Road
Bolton
BL1 8TU

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Waters Meeting Health Centre
Waters Meeting Road
Bolton
BL1 8TU

**Bolton GP Out of Hours**

This service is accessible when your own surgery is closed.

Which are between the hours of :

- **Monday** 18.30—08.00
- **Tuesday** 18.30—08.00
- **Wednesday** 18.30—08.00
- **Thursday** 18.30—08.00
- **Friday** 18.30—08.00
- **Saturday** 08.00—08.00
- **Sunday** 08.00—08.00

And Bank Holidays
How to use the service

The out of hours service can be accessed by the patient ringing their own surgery and following the instructions given on the answer machine.

Calls are answered and passed onto the out of hours to be triaged by a nurse or doctor. If the nurse or doctor feels that you need to be seen, you will be invited down to the out of hours for a face to face consultation. Nurses and doctors will also allocate home visits for patients who are elderly or patients who have disabilities.

PLEASE NOTE

This is an emergency service and routine calls will be given advice only and will be asked to go to their own surgery when next open.

We are not a walk-in centre. All our appointments are made by telephone.

Patient

Name: .................................................................
Address: ..........................................................
..........................................................
Date of Birth: ..........................................
Contact Tel No: ..........................................
GP Name: ..................................................
GP Surgery: ..................................................

If you are stopping with a friend or relative please put address below:-

Address:
..........................................................
..........................................................
..........................................................
Postcode: ..................................................
Pt condition: ............................................... 
..........................................................
..........................................................
..........................................................
..........................................................
Relationship if not patient: ............................

Staff use only

Call number: .............................................