

# SERVICE ON A PAGE: Out of Hours GP Service

Hours of operation: 18:30-08:00 Mon-Thur (24/7 Fri/Sat/Sun)

## Service Overview

Out-of-hours GP services provide urgent primary care when GP surgeries are typically closed, from 6.30 pm to 8.00 am on weekdays and all day at weekends and on bank holidays

Mastercall Healthcare provides Out of Hours care to patients registered with GP practices in the Stockport and Trafford areas.

During times that their own GP surgery is closed, patients who use 111 online (or phone 111) or are diverted to 111 by their own surgery will undergo a telephone assessment by a 111 health advisor. If it is identified that they need further medical advice their case will be sent to a relevant local medical provider. If they are registered with a Stockport or Trafford GP or are currently in either area and they require urgent primary care advice and treatment, Mastercall will receive their information electronically into our Electronic Patient Record system.

They will then receive a call back from Mastercall who will assess their symptoms and determine what further care may be necessary. They may receive advice and treatment remotely, be invited to attend one of our treatment centres or we may arrange a home visit if clinically indicated.

## Aim of the Service

- Out-of-Hours GP services **give patients treatment and advice for medical problems that are not life-threatening, but where the patient cannot wait to see their own GP.**
- Promote clinically appropriate care for patients at the right time and place.

## Objectives

- Respond to calls within the timeframes directed by NHS111.
- Provide holistic assessment of the patient using all available resources.
- Give patients treatment and advice for medical problems that are not life-threatening, but where the patient cannot wait to see their own GP.
- Provide a comprehensive, safe and efficient GP service for urgent primary care conditions.

## Out of Hours Criteria

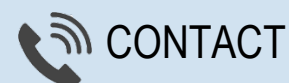
Those who have been referred to Mastercall by 111.

We are unable to take walk-ins.

### EXCLUSION:

The out of hours service is for urgent primary care conditions. Out of Hours GP cannot insert or remove stitches, perform bloods or ECGs or provide repeat prescriptions, or undertake routine long term condition management.

This service is available for urgent medical situations but not for life threatening emergencies. 111 will direct calls to the most appropriate response team or people can call 999 in the case of life-threatening emergency.



**All patients must contact  
111 online or phone 111**