

How To!

Deal With Out of Hours Problems

No one wants to be ill, but sometimes it happens. Often this will be when the surgery is closed. We provide cover for the urgent problems during the out of hour's periods through our links with Middlesbrough Primary Care Trust. If a problem is beyond your ability to cope and you need help, follow these guidelines.

NHS 111 should be the first port of call for advice about how to cope with **minor illness**, such as children's coughs colds and earache, or adult temperatures and flu. These sorts of problems do not usually require emergency assessment and treatment by a doctor, but the patient can often be helped. **More serious problems** will require the attention of a doctor, including (for example) severe abdominal pain or the deterioration of a patient who has already been seen by the doctor. In these circumstances, NHS 111 will direct you to Northern Doctors out of Hours Service.

Very serious conditions (such as severe chest pain of sudden onset, or severe pain after a fall) might best be dealt with by calling an **emergency ambulance (999)**.

Please use the service wisely. These services are only really for urgent problems. And remember, if the doctor is visiting someone for a cold, he can't be dealing with a real emergency. It could be yours!

The surgery is open Monday to Friday, excluding Bank Holidays between 8.15am and 6.00pm.