

Out of Hours – St Helens

Frequently Asked Questions

Why change Provider?

The national GP contract allows Practices to choose whether to commission their own OOH service or ask the CCG to do it on their behalf. Due to contractual changes with the current provider and, in keeping with the national direction of travel to implement NHS 111, the CCG has commissioned PC24 on behalf of the above Practices to deliver OOH services.

When will the new service start?

Changes for this practice will be from 1st July 2019

Will I still be able to access out of hours support in the same way?

When the new provider commences, patients at that Practice, who require an Out of Hours GP service will speak to NHS 111 for initial help and advice. Patients who need to be seen by a Clinician will still be given an appointment or home visit if they are housebound.

Who are PC24?

Primary Care 24 is the long-standing and established provider of Out of Hours Services to the residents of Halton, Knowsley and Liverpool, serving a patient population of around 850,000.

Primary Care 24 is the organisation that will, from the 1st July 2019, take over from your GP in the evenings and at the weekend. When you ring 111 out of hours and you need a GP, they will direct you to us. All patients received to the service will speak to a GP over the phone and a clinical decision is then made about the medical care each patient requires.

Primary Care 24 is a social enterprise passionate about delivering innovate and effective care for patients. You can learn more about us and the services we deliver on our website www.primarycare24.org.uk

What is NHS 111?

If you need medical advice outside of normal surgery opening hours please call NHS111. You can phone 111, 365 days a year, to reach a full range of local health services, including out of hours doctors, community nurses, emergency dental care and late night opening chemists. Calls from landlines and mobile phones are free

Why should I use 111?

NHS111 is a fast and convenient way to get the right help, whatever you need, wherever you are, and whatever the time.

When should I use 111?

People should use NHS 111 services if they need help or advice urgently but it is not a life threatening situation.

You should call 111 if:

Not a 999 emergency

You don't think it can wait for an appointment with your GP

How NHS 111 works

You answer questions about your symptoms on the website or by speaking to a fully trained adviser on the phone. Depending on your symptoms you will:

- Find out what local services may help you
- Be connected to a Nurse, Emergency Dentist, Pharmacist or GP
- Get a face to face appointment if you need one
- Be told how to get any medicines you need or get self-care advice

What will PC24 be able to offer?

This service is as safe and robust as the current OOH service provided and will still have the ability to issue urgent prescriptions, book into appointments at the St Helens Urgent Treatment Centre, offer GP extended access appointment at one of three hubs in the borough along with the ability to link patients into other appropriate Services.

Will PC24 be able to view my records?

PC24 will have access to special patient notes to assist them with your provision of care, they will not have access to patient records.

Where will PC 24 be based?

The St Helens Location will be:

Lowe House Health Resource Centre

103 Crab Street

St Helens WA10 2DJ