

# Changes to your GP out of hours service

**Primary Care:24** 

The logo for Primary Care:24, featuring a teal circle with a white clock face icon inside.

From 1<sup>st</sup> July patients at this practice, who require an out of hours GP service will now 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.



The service 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.



This change is due to contractual changes with the current provider, St Helens Rota and, in keeping with the national direction of travel to implement **NHS 111**, NHS St Helens CCG has commissioned Primary Care 24 (PC24) on behalf of your practice to deliver out of hours services.



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



More information is available by:

- Speaking to practice staff
- Visiting your practice website
- Picking up a leaflet at reception

