

Patients Newsletter

Changes to Out of Hours Service

As you may be aware from the national and local press there will be a change to the way out-of-hours services are delivered from April this year when GP's are no longer required to cover emergency services.

This means that from the beginning of April 2004 if you should need to contact a doctor overnight (11pm to 8am) your telephone call will automatically be transferred via the Lincolnshire Ambulance Service Control Centre through to the Primary Care Centre at Grantham Hospital.

Your call will be received by a First Contact Practitioner specially trained in out-of-hours care; who will either advise you over the phone, ask you to attend the Primary Care Centre or, if necessary, arrange for a home visit.

During the year the service will be extended to cover all other out-of-hours periods; evenings, weekends and bank holidays. For these hours there will, also, be a Primary Care Centre open at Stamford Hospital. You will be kept informed as to when these changes will occur but the change-over will be complete by 31 December 2004. There are leaflets available from the reception counter explaining, in more detail, how the new service will work.

Whilst we appreciate this is a significant change of service it will enable the practice to improve the service it gives during the week, which is when the majority of patients need a doctor.