



Handy NHS 111 / Out of hours hints for all Carers



Before you call :

Think about what you want to talk about; what is the main concern?

Have a mobile device; you need to be with the patient.

Notes at the ready; what medication are they taking, do they have allergies, any health conditions, is there a DNR in place?

Is there a particular course of action in place for the patient's symptoms?

Communication; if the patient has difficulty answering for themselves e.g. due to a health condition such as Dementia, or perhaps a language barrier, then please let us know.



Carers check list:

Please make sure you have the following information ready prior to calling

The telephone number you are calling from including the dialling code.

Patient's Full Name – (please be prepared to spell the patient's name).

Patient's Date of Birth.

Patient's home address including the postcode – (only required if the patient is not a permanent resident at a Care Home/ Nursing Home).

Care Home/ Nursing Home's full address including the postcode if applicable.

Patient's own GP surgery name.

How many times in the past four days has the 111 service been contacted for this patient?

The patient's relevant symptoms and any relevant history.

If the patient is deceased was the death expected or unexpected?

When did the patient last see their own GP?

Please have all of the patient's medical records and any special management notes ready at the time of calling.