**Care Homes Out of Hours Advice Line Pilot**

A faster alternative to 111. For easier access to advice from a GP or clinician call:

**0203 402 1209**

**Available Monday-Friday 18.30-08.00 throughout weekends and bank holidays.**

The advice line is accessible to nursing and care staff in both residential and nursing homes. You do not need to be a registered nurse or healthcare professional to access advice through this service. This number could also facilitate a prompt response from the GP Out of Hours service should a face to face visit be required.

When calling please have to hand:

* Patient details and demographic information
* Brief summary of symptoms and concerns
* Past medical history
* Current observations

***Please do not use in an emergency or life threatening situations, for example if a resident has lost consciousness or stopped breathing. In emergency situations an ambulance should be called as normal via 999.***

**How will the advice line help?**

The advice line gives care homes direct, rapid access to clinical advice through a dedicated number. The advice line is available to both nursing and residential homes and does not require a health care professional PIN number. The advice line does not use a computer algorithm to generate a service response but facilitates a direct conversation between care home staff and a clinician. This should mean a higher quality of advice is given, appropriate to the clinical situation. Having a dedicated line and resource purely for care homes ensures that a speedy response is delivered to staff and residents out of hours. If you have any further questions please approach your manager*.*