

Marston Forest Healthcare

Patient Information Booklet

Cranfield
137 High Street
Cranfield
Bedford
MK43 0HZ

Tel 01234 766551

Marston
59 Bedford Road
Marston Moretaine
Bedford
MK43 0LA

Tel 01234 766551



www.marstonforesthealthcare.co.uk

Welcome To Marston Forest Healthcare

Our surgeries offer comprehensive healthcare for you and your family. This booklet provides information about the services we offer and introduces the people involved in the running of the Surgery.

The Practice originally consisted of one surgery at Cranfield but due to a rapidly growing population a second surgery at Marston Moretaine was opened in 2002.

Our Team

Our GP Partner

Dr Imran Ismail (male) MB BS University of London 2000
MRCP Part 1

Salaried GP'S

Dr Saira Ahmad
Dr Jasprit Bhamrah
Dr Voke Bamiro

Our Nursing Team

Esther Edwards – Healthcare Assistant
Carol Witton-Gray – Healthcare Assistant
Helen Morris – Practice nurse

Our Practice Manager

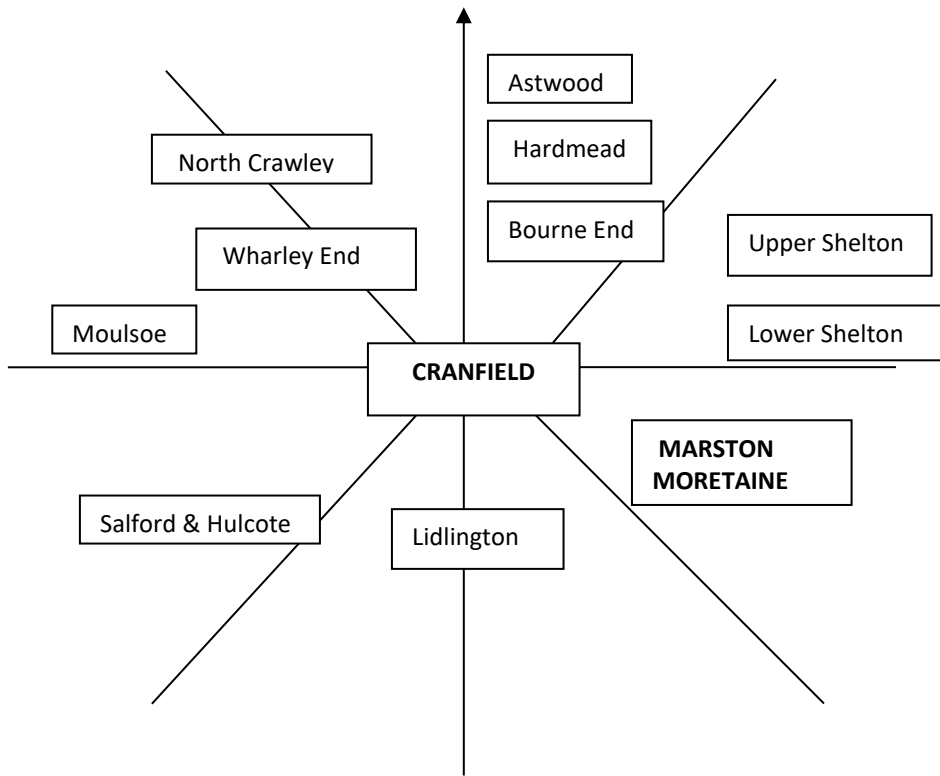
Lisa Marotta

Our Support Team

In addition to our clinical staff the practice is supported by our team of receptionists, administrators, secretary and cleaning staff. Along with a Physiotherapist, Mental Health Link Worker and a Social Prescriber.

The Practice Area

The practice covers a rural area and villages in our catchment area are shown below.



The Practice Staff

Practice Manager

Responsible for the day to day running of the practice, the Practice Manager will be able to assist you with non-medical aspects of your health care, complaints and any issues concerning the delivery of services to patients.

Senior Receptionists

Responsible for the day-to-day running of front desk services and reception staff.

Receptionists

Our staff are here to help you and are trained to represent the doctors. Their duties include making appointments and taking messages including requests for home visits.

Medical Secretary

Co-ordinates all referrals and provides medical reports and general practice secretarial support.

Nursing Team

Advanced Nurse Practitioners – (Where applicable)

Nurse practitioners are registered general nurses who have undertaken specialist training and education. They work closely with the doctors and are able to diagnose and prescribe and refer to any member of the Primary Health Care Team when necessary. Advanced Nurse Practitioners can also give advice over the telephone to patients who are unable to attend the practice.

Practice Nurse

Our Practice Nurses are a key part of the practice clinical team; they work independently and liaise with the doctors where necessary. They all hold relevant, recognised professional qualifications and run various health promotion clinics including asthma, diabetes, well woman/well man, coronary heart disease, etc. Some procedures can only be performed when there is a doctor on the premises: this rule is observed in the interest of your safety.

Health Care Assistant/Support Workers – (Where applicable)

Our Health Care Assistants are able to check blood pressures, ear syringing, dressings, and removal of sutures and carry out new patient checks. Our Health Care Assistants will also act as a chaperone and assist the doctors or nurses during clinics.

Primary Health Care Team

District Nurses

District Nurses are registered nurses with an additional qualification in Community Health Nursing. They are supported by community staff nurses. The district nurse team work primarily in the patient's own home and undertake a varied workload, eg wound assessment and management, support and care of patients with varying medical conditions, continence assessment and advice.

Health Visitors

Health Visitors are registered nurses who have undertaken further specialist training in child health, health education and health promotion. They are available to families with children under 5 and are able to offer advice and support over a wide range of problems relating to all aspects of health, eg research-based advice on best practice in child care, smoking cessation and a healthy lifestyle for all.

Community Midwives

Run antenatal clinics in the practice.

Carers

If you would like to be registered with us as a carer, or a patient with a carer, please let a Doctor, Nurse or Patient Care Advisor know. Further information of support available can be found on the Carers in Bedfordshire website www.carersinbeds.org.uk

Facilities at the Surgeries

- We operate a no smoking policy.
- Please switch off all mobile phones.
- Toilets, including a toilet for wheelchair users.
- Baby changing facility in the disabled toilet.
- Private room for confidential discussions.
- There is parking at the back entrance and easy access to consulting rooms and toilets. Please note - The users of the Car Parks do so at their own risk. The Management will not accept liability for any accidents, damage or loss incurred.
- Health information leaflets in the waiting area.

Please tell a member of the team if you would like the use of a private room.

Please keep all your personal belongings with you at all times.

Registering With The Practice

New Patients

We will only accept patients from our catchment area (see page 4). Registration forms can be obtained from reception or via the practice website. Patients aged over five years will be offered a health check with our Practice Nurse or Health Care Assistant. It is important that you attend your registration appointment so that we can ensure we have the correct medical information for you and can offer appropriate healthcare advice and support. Details of children under five years will be passed to the Health Visitors for Child Health Surveillance. Details of children between the ages of 5 and 16 will be passed to the school nurse.

Temporary Residents

We are prepared to see patients who are temporary residents in the area should medical advice be required. Please attend the morning surgeries. Please advise the reception team on arrival that you are a temporary resident as you will need to complete temporary registration forms prior to seeing the clinician.

Access to Healthcare Services

Office Hours

Cranfield	Thursday and Friday	08.30 -12.30
Marston	Monday	08.00 – 20.00
	Tuesday, Wednesday, Thursday and Friday	08.00- - 18.30
8.30am - 6.00pm		

COVID 19 Surgery Practice

COVID 19 Appointment Booking Protocol – updated October 2020

It has been necessary for all Practices to make fluid changes in a short period of time due to the Coronavirus pandemic. With this in mind, we have adapted our appointment system and ways of working to promote the safety of all our patients and staff for the foreseeable future.

All appointment requests are booked as a telephone triage appointment in the first instance and will be available to book on the day only. Patients will be called by the most appropriate clinician for their concerns and not by a specific clinician. Any patient who has been offered a face to face appointment following a clinical assessment, will be asked to wait in their car until such time they are called in by the clinician as close to their designated appointment time as possible. All patients will be subject to a temperature check before they enter the building for their appointment. If any patient has a temperature, they will be asked to leave and call again once any symptoms have passed. At no time will any patient be allowed to walk into the surgery without an appointment.

All patients are advised they cannot be escorted into surgery by someone who has the symptoms of COVID 19, this includes parents bringing children/babies to surgery. Only one

member of the family will be allowed in to accompany the patient for their appointment, who will also be subject to a temperature check at the door.

All GP Partners, Salaried GP's and Nurse Practitioners will perform the clinical consultations. All on the day requests to 'see' a clinician will be subjected to a telephone COVID 19 screening.

To reduce the spread of the Coronavirus amongst our patients and staff, and in line with our strict infection control measures, all asymptomatic patients for Covid 19 will be seen at Marston surgery. Any symptomatic patients for Covid 19, and for any aerosol related procedures, ie child flu vaccinations, patients will be seen at Cranfield Surgery.

Nurse and HCA Appointments

ECG's

Only urgent ECG's will be requested by the GPs and are to be booked in by them in to the appropriate zone same day.

INR and Urgent Blood Tests

To be booked in on the day and patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Zoladex – Shielding Group

Patients needing Zoladex over 70 will be offered the Zoladex injection at home, and patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Physiotherapist

Virtual Physiotherapy sessions will recommence on Monday 27 July 2020. These appointments are bookable in advance by calling the surgery on 01234 766551. Appointment times will be from 13:30-16:00. Patients can also be referred to Circle MSK by the GP or by self-referral. For patients who would like to self-refer can do so by following the link below.

<https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwj3oqH3nqzqAhUKTxUIHVcBB8MQFjAAegQIBRAB&url=https%3A%2F%2Fwww.circlehealth.co.uk%2Fintegratedcare%2Fmsk%2Fphio%2F&usg=AOvVaw0KoUEkYxJEvePxpTJEIp55>

B12

All B12 injections are to be booked on the day when required with a Practice Nurse or Health Care Assistant. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Cervical Screening

All cervical screening can be booked at the surgery on the day or in advance. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Routine Recall PSA Bloods

Postponed until further notice.

Contraception

All patients will be required to submit a recent weight and blood pressure reading before a repeat prescription can be issued. Details can be given over the phone or submitted online.

Home Visits

All home visit requests will be subjected to the COVID 19 screening and a telephone consultation, including residential/nursing care homes. All requests will be managed remotely unless physical examination is required to protect vulnerable people. All requests for home visits must be made before 10am

Nebulising

Any patients with respiratory symptoms will not to be nebulised. All patients will be telephoned triaged and clinically assessed as appropriate. For any life threatening conditions, patients are asked to call 999 or NHS 111 for further advice.

Rescue Packs

We have been made aware of some inaccurate information circulating regarding special 'rescue packs' for patients with pre-existing respiratory conditions such as asthma or chronic obstructive pulmonary disease (COPD). You will note that there is no recommendation to have a rescue pack as there is no evidence for their use and indeed there are concerns steroid will reduce your immunity to fight off this virus.

Patients are asked not to contact the GP practice for a rescue pack. Patients should continue to manage their condition in the usual way and if they feel they have symptoms of COVID-19, patients can obtain further information via this link, <https://111.nhs.uk/covid-19> before doing anything else, or further helpful information can be found at the British Lung Foundation, <https://www.blf.org.uk/support-for-you/coronavirus/people-living-with-lung-condition>

Postnatal checks and baby 1st imms

Mum and baby checks to be booked in on the same day to have their postnatal checks at 8 weeks. COVID 19 screening will be carried out on the day to be seen. Mum will be offered a 15 minute telephone appointment with a GP and a face to face 15 minute 1st imms appointment for the baby. Only mum and baby to attend the appointment. No car seat or pram to be brought into the surgery.

Childhood Immunisations

All details can found in the link below



CHIS FAQ COVID 19
(002).pdf

Wound care

All dressings are to be booked on the day dressing required with a Practice Nurse. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Each wound will be accessed for each patient to see if these are able to done at home or for a carer to change dressings.

Stitch Removal

To be booked on the day stitch removal is required with a Practice Nurse. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Long Term Conditions

All patients will be booked in for a telephone review on the day. Any care plans will be posted or sent electronically to patients.

Minor Illness

All patients will be booked in for a Telephone Triage consultation initially with an available clinician. A face to face appointment will be offered should the clinician deem this necessary following their clinical assessment. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Paid Medicals/Insurance

These have been suspended until further notice.

Fit notes

Fit notes can be arranged over the phone with the GP and will be posted or electronically sent patients address on system. Any Covid 19 related fit notes can be obtained from <https://111.nhs.uk/isolation-note/>

Repeat Prescriptions

There is no change to the turnaround of 48 hours for a repeat prescription request. We will still be following the 28 day prescribing guidelines. There will be no post-dated prescriptions during

COVID 19 to ensure that there is no stockpiling and sufficient medication for all. There will be no paper repeat prescription requests available at the surgery.

Patients are encouraged to order repeat medication online by visiting the website for further details. Repeat Prescription requests can be made over the phone for housebound patients only. For those patients who call their surgery regarding prescription queries, please follow the registered Practice's guidelines.

Prescriptions will be sent direct to the nominated chemists in the first instance. Any patient who does not have access to online services to order medication, are encouraged to engage with the help of family and friends to order this for them.

All Staff are required to wear appropriate PPE (Personal Protective Equipment) where appropriate and for all face to face consultations.

For other useful information relating to Covid 19, please refer to the websites below:

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of smell or taste (anosmia)

Further information can be found at: www.gov.uk/coronavirus

For useful Mental Health concerns, please refer to the websites:

Websites that have useful advice and mental health tips regarding Coronavirus include:

- Mind website <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/#collapse620>
- Anxiety UK <https://www.anxietyuk.org.uk/blog/health-and-other-forms-of-anxiety-and-coronavirus/>
- OCD-UK <https://www.ocduk.org/ocd-and-coronavirus-survival-tips/>
- Every Mind Matters <https://www.nhs.uk/oneyou/every-mind-matters>
- BABCP Covid-19 Anxiety Blog <http://letstalkaboutcbt.libsyn.com/coping-with-anxiety-about-coronavirus>
- Doctors of the World – advice for patients on Coronavirus in 32 languages <https://www.doctorsoftheworld.org.uk/coronavirus-information/>
- Citizens Advice have advice on employment, managing financially and how to access the right support and benefits. <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

NHS 111 Mental Health Crisis Support service launched	Mental health crisis support for all ages is now available 24hrs every day across Bedfordshire and Luton by calling NHS 111. NHS 111 will act as a first point of contact for any adults, children or young people in urgent need of mental health help. Callers will receive fast and responsive support from NHS mental health professionals by selecting Option 2.
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Doctor's Consultations **PRE COVID** –Subject to change at short notice post Covid -19

We are able to offer a consultation on the same day because we operate an open surgery system at Cranfield and Marston Surgeries in the mornings. To promote the safety of patients and staff, the practice will limit capacity at morning clinics. The walk-in surgery provides 16 routine appointments per clinician on a first come, first served basis. Please be prepared to wait as these clinics can be busy. We open the doors at 8.15 and open the reception hatch at 8.30. Please note that we are unable to see patients who arrive for open surgery after 11 am.

We will manage emergencies on the day and will do our utmost to ensure patients are seen in as timely a manner as possible. We also offer on the day telephone appointments when our open surgeries are full for those patients who need same day medical assistance.

In the afternoons consultations are by appointment. We provide pre-bookable appointments as well as offering on the day appointments which are released at 1 pm for booking by telephone only. Late evening surgeries are also available on a Monday evening from our Marston Surgery.

For emergencies after 6.00 pm please contact the Surgery for details of how to seek medical help. From 6.30 pm the out of hours service will provide medical cover – information is available by calling our phone number, by calling the surgery number and waiting to be transferred, or by calling 111.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged. If we do not have a chaperone available at the time we will re book your appointment so that a chaperone can be present.

Home Visits

Please attend the surgery if you are able to. The facilities available at the surgeries make it possible to provide a comprehensive service. If you are too ill to travel, please ring the surgery before 10.00 am to request a visit. You will receive a telephone call from the doctor after they have finished their clinics and arrangements will be made to either visit or provide you with the medical help you require.

If you require urgent/immediate medical assistance please make sure that you make this clear to the receptionist who takes your call.

If you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

Out of Hours

The out-of-hours service should only be used for **medical emergencies only** which cannot wait until the next available daytime surgery. BEDOC provide emergency medical cover at weekends and overnight when the surgery is closed. The surgery also participates in an extended access service where an appointment can be made direct through the Practice. The hubs for extended access within this locality are at Flitwick Surgery, Flitwick and Asplands Surgery, Woburn Sands. The opening times are

from 18:30-20:00 Monday to Friday and from 08:00-14:00 Saturday and Sunday. Alternatively, you can call 111 for the Urgent Care Centre.

Please telephone **01234 766551** and you will be given the number of BEDOC who run the out-of-hours service in our area. The service runs from 6.30 pm - 8.00 am Monday – Friday, and from 6.30 pm Friday - 8.00 am Monday. (Bedoc contact number is **111**)

Medical Help & Advice

You can call the NHS 111 service by dialling 111 when you need medical help. NHS 111 is a fast and easy way to get the right help whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Please only call 999 in the case of an emergency.

NHS Walk in Centres

Information about local NHS walk in centres can be found on our timetables which are available at reception or via the website.

Services in the Surgery

Minor Illness & Practice Nurses

Please contact the surgery to make an appointment with one of our Nurses. Our nurses are able to manage the following in their healthcare clinics

Dressings/Wound care	Stitch removal
INR	Child Immunisations
Travel advice	Minor injury
Cervical smears	Diabetes checks
Asthma and COPD checks	New registration medical
Heart Save monitoring	Stroke monitoring
Well Man/Woman screening	Minor illness

They also assist the doctors in minor surgery and are available to offer professional advice.

Phlebotomy/Warfarin clinic

Patients are referred to Bedford Hospital for routine blood tests. As well as blood tests for diagnosis, blood tests for drug monitoring will be recommended eg, INR for warfarin dosing/medication reviews.

Maternity Care - Antenatal Clinics

We hold weekly antenatal clinics in conjunction with our community midwives at all sites.

Family Planning

You may see your own doctor in normal surgery hours.

Diabetic Checks

Specialist Practice Nurses perform health checks for diabetic patients which include blood pressure, urine and blood tests. They also provide advice on diabetic control, diet and smoking.

Asthma and COPD Checks

Our patients are offered regular appointments with the specialist asthma/COPD nurse. The nurse provides an assessment and full explanation of treatment, including teaching correct inhaler techniques.

Heart Save Clinic

These clinics are run by specialist clinicians. The patients who need to attend this clinic will be assessed for risk of Coronary Heart Disease and will be referred by their GP.

Stroke

We are now offering an annual check-up with the Practice Nurse for patients with a past history of stroke or transient ischaemic attack (mini stroke). Patients will be invited to attend this clinic.

Minor Surgery

Minor surgical procedures are carried out at the Practice by appointment. You may need to have an assessment with the doctor prior to making your minor surgery appointment.

Physiotherapy

A Service provided by Circle MSK one afternoon a week by appointment only. A Physiotherapist can help with all soft tissue injuries, Arthritis, Sprains, ligaments and much more.

Child Health Clinic

Developmental checks and immunisations are performed.

Child Immunisation Clinics

We offer weekly child immunisation clinics at Marston Surgery. The Practice urges all parents to have their children fully immunised.

Minor Illness Clinic

Our Minor Illness Nurses have undergone specialist training and are now able to run minor illness clinics for illnesses such as viruses, rashes etc. They are able to prescribe a variety of medications.

Travel Clinics

Please fill out a holiday vaccination form prior to making an appointment so that your holiday vaccination needs can be assessed. These forms are available at Reception or on our website. Please call the surgery a week after handing in your form to book your appointment. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate vaccination cover. A charge will be made for certain immunisations and vaccinations, which are not covered by the NHS. Cranfield Surgery is not an authorised Yellow Fever Vaccination Centre.

We do our best to ensure we have supplies of most vaccines however due to the cost of vaccines we are only able to keep small amounts of stock. From time to time there are manufacturer and

supply difficulties which may affect our ability to provide travel vaccinations. If this is the case you will be advised to attend a local Travel clinic where there will be a charge for vaccinations.

Influenza Vaccination

We offer a flu vaccination from September/October every year to those patients who are at particular risk of influenza. These include patients over the age of 65 years, diabetics and those with chronic chest, heart or kidney problems. We do not recommend a routine vaccination for fit and healthy adults. This scheme has now been extended to include children within certain age limits – please ask at reception to see if you or your child is eligible. We do not recommend a routine vaccination for fit and healthy adults.

NHS Health Checks & Lifestyle Advice

We offer support for those who wish to give up smoking or who wish to lose weight. We also provide health checks for patients who are aged between 40 and 74 to identify risk factors and improve health with early intervention and lifestyle advice.

Outreach Services

A Mental Health Link Worker clinic is held at Marston Surgery one day a week. This service is available to our patients following a GP referral

A Social Prescriber is available to our patients one day a week. This service is available to our patients following a GP referral

General Information

Disabled Access

Car parking and disabled facilities are available at all surgeries. A bell is provided at the front entrances should you need assistance. Marston surgery provides access to the first floor via a lift. If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Non-NHS Examinations

The doctors perform life insurance and pre-employment medical examinations by appointment; also HGV, PSV and other statutory medicals outside the sphere of the NHS. Charges will be as recommended by the BMA. Please allow at least three weeks for completion of these reports.

Carers

If you care for a relative or friend or family member please let us know. We have information available for carers in our waiting rooms and on our website.

Interpreters

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor. Prior notice will be required to book this for you.

Repeat Prescriptions

You can request a repeat prescription by handing in the tear-off slip from your last issued prescription, by completing a repeat prescription request form which is held at reception or online by visiting our website www.cranfieldandmarstonsurgery.co.uk

It is best to order your prescription when you have two week's supply left.

Please allow at least **three working days** for your prescription to be processed.

Please note we are only able to accept telephone prescription requests from housebound patients.

Online Services

We are now able to offer online services which include the ordering of repeat medication and booking of appointments. Please complete the form available on our website or at reception. Once your identity has been verified, (you will need to provide us with two forms of identity – one photo ID and an alternative proof of address) you will be given log in details and a password to access online services.

Laboratory Tests and Results

Please hand laboratory specimens into reception before 12.30 pm on weekdays. The courier arrives at lunchtime to take sample to the hospital for testing. Unfortunately if they arrive after the collection the hospital will be unable to process your tests.

The results of most blood tests, urine tests and x-rays, etc can be given over the telephone. In order to maintain confidentiality results will only be given to the patients themselves, or to parents of children (under the age of 16). Please telephone the surgery after 3.00 pm for results. Sometimes the receptionist will ask you to make an appointment with your doctor to discuss the result.

Test results take time to reach us, so please do not ring before you have been asked to do so.

Research

The Practice participates in studies and surveys from time to time to improve patient care.

You may be invited to participate in research studies occasionally. Your participation in any aspect of research is optional.

Staff Training

We will, along with other local practices, close for staff training from time to time. These closure times are advertised on our website as well as in our surgeries. The aim of the training is to allow doctors and staff to have protected learning time for their continued professional development.

Confidentiality

All members of staff respect your confidentiality absolutely and under no circumstances divulge anything to others, without your consent, be it employers, school, police or other members of your family.

Computerised records are kept and you have the right of access to these under the provision of the Data Protection Act. A fee is payable for a copy of your medical record. Requests must be made in writing.

Patient Participation Group

We have an active and supportive patient participation group. They meet on average once a quarter and are consulted on health service development in the practice and the locality. If you are free to get involved you would be most welcome. For further information and contact forms please contact our PPG Chair at candmppg@mail.com

Patients' Responsibilities

Help us to help you.

- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments. Please tell us as soon as possible if you are unable to attend your appointment so that the appointment can be given to another patient.
- Please only ask for home visits when the patient is too ill to visit the surgery.
- Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice in the hope that you will act on it.
- We ask that you treat the doctors and staff with courtesy and respect.
- Please do be considerate towards your fellow patients and switch off your mobile phones whilst you are in the building.

NHS Zero Tolerance

The NHS zero tolerance is a nationwide campaign to stop violence against staff working in the NHS.

The campaign has been initiated by the Secretary of State for Health, and has the full support of the Home Secretary, the Lord Chancellor and the Attorney General. Violence means any incident where doctors or their staff are abused, threatened or assaulted in circumstances arising from their work, involving an explicit or implicit challenge to their safety, well-being or health. Staff working in the NHS do so to care for others. They do not go to work to be victims of violence.

Those few patients in Bedfordshire who are violent or abusive to doctors or to their staff will in future only be treated at the Secure Treatment Scheme run by the local health service in Luton.

Complaints and Comments

The Practice Manager is responsible for the administration of the practice. The Practice Manager would be happy to hear your views and suggestions about the services offered by the practice.

If you have any complaints about any aspects of the service we offer please discuss the difficulties as soon as possible. A copy of the complaints procedure can be obtained from reception.

Useful Telephone Numbers

Cranfield Surgery	01234 766551
Marston Surgery	01234 766551
Bedford General Hospital	01234 355122
Milton Keynes Hospital	01908 660033

Cranfield Chemist	01234 750238
Marston Chemist	01234 764222
BEDOC (Out of Hours)	0345 850 0734
NHS 111	111