

## LONG FURLONG MEDICAL CENTRE

Long Furlong Medical Centre  
45 Loyd Close  
Abingdon  
Oxon  
OX14 1XR

Tel: 01235 522379  
Fax: 01235 536321

[www.longfurlongmedicalcentre.co.uk](http://www.longfurlongmedicalcentre.co.uk)

### What to do if the patient becomes more unwell after a consultation.....

Today the patient has been examined by a GP at the surgery.

At the time of the consultation, the doctor is of the opinion that the patient's symptoms can be managed safely at home.

We have provided you with this leaflet to advise you what to do and who to contact if at anytime the patient's symptoms change and they become more unwell.

**Please read it carefully and keep the numbers safe.**

January 2013

## Step 1

The surgery is open Monday – Friday 08:00-18:30 excluding bank holidays.

**If the patient becomes more unwell at anytime during our normal opening hours please phone reception:**

**Dial: 01235 522379**

Inform the receptionist that the patient has been seen today by the doctor, but they have become more unwell and you need to speak to the Duty Doctor.

## Step 2

If the patient becomes more unwell **when we are closed or if at anytime you're not sure whether it is an emergency please phone NHS 111**. NHS 111 operates 24 hours a day, 365 days a year. (Calls to NHS 111 are free and may be recorded.)

**Dial: 111**

**If you have difficulties communicating or hearing, you can use the NHS 111 service through a text phone by calling 18001 111.**

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be for example your GP here at the surgery, A&E, or an out-of-hours doctor.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If you need an ambulance, one will be sent just as quickly as if you had dialed 999.

## Step 3

Always call 999 in a medical emergency, that is if someone is seriously ill and their life is at risk, for example:

**If the patient has:**

- lost consciousness
- fits that are not stopping and is in an acute confused state
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped

**If you or someone else is having a heart attack or stroke, call 999 immediately. Every second counts with these conditions.**

**Dial: 999**

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