



Out of hours treatment for patients with palliative care needs

This guide explains how patients with palliative care needs and their carers can speak to a doctor or nurse when their own doctors' surgery is closed.



What are palliative care needs?

'Palliative care' means the care and treatment of patients suffering from long term illness or patients who are likely to die soon.

Who do I call?

Even when your own doctors' surgery is closed there will always be a doctor you can speak to.



Please telephone Devon Doctors if you think we can help you.

You can telephone Devon Doctors on 0845 504 9113.



What happens when I call Devon Doctors?

A member of staff will ask you for:

- your name
- your date of birth
- where you live and where you are calling from
- your telephone number
- your health problem

We need these details so that our doctors and nurses can call you back and help you with your health problem.

We also keep other information about you like:

- the treatment and care you get from us
- voice recordings of the telephone calls you make to us and the telephone calls we make to you
- information we might get from other services like NHS 111



Your own doctor might have already given us some information about your illness and how it is being treated. This is called a 'special note'.

All of this information is sent to one of our doctors or sometimes a District Nurse.

A doctor will call you back and either:

- talk to you on the telephone about ways to help you
- visit you at home
- ask a District Nurse to visit you
- Give you a prescription for some medicine

We will let your own doctor know about the care and treatment you had from us.



Your call to us is very important

Your call to Devon Doctors will be treated as urgent. This means that a doctor will try to call you back within 20 minutes.

If the doctor needs to visit you at home he or she will try to be there within 1 hour.

When should I call?

Call Devon Doctors as soon as possible if:

- you are in pain and it does not get better after taking your usual medicine
- you feel sick or are being sick
- you have any other problems that do not get better after taking your usual medicine



You should also call us if a Hospice or Macmillan nurse asks you to.

Telephone us as many times as you need to.

Our doctors work in Treatment Centres inside local hospitals and are always ready to help you.

How else can Devon Doctors help?

Devon Doctors has a good relationship with the Hospices and palliative care staff in Devon.

We work together to make sure we look after patients with long term illness, their families and the people who care for them.

If you would like to talk to us about the care you or someone you look after had from Devon Doctors you can:



- ask your Palliative Care Nurse to talk to us
- Telephone us on **01392 822340**
- Email us

ddocs.patientfeedback@nhs.net

You can find out more about Devon Doctors by visiting our website: **www.devondoctors.co.uk**