



Do you have concerns about a resident?

NHS 111:

Call 111 when you need medical help and advice fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, seven days a week, 365 days a year and is free to call from landlines and mobile phones.

NHS 111 calls are answered by highly-trained call handlers, supported by experienced clinicians, who will assess your needs and determine the most appropriate course of action.

GPs can:

- offer advice
- treat urgent medical needs
- treat specific clinical conditions eg patients with increasing confusion and urinary tract infections (UTIs)
- help manage long-term conditions and monitor ongoing medical conditions.

District nurses can:

- offer advice
- support patients with catheter and peg problems
- provide wound care management
- support end-of-life patients with symptom control and pain management.

End-of-life care is provided by either district nurses or specialist palliative care nurses and they can provide:

- palliative care advice
- symptom management
- support with syringe drivers
- pain management advice.

Medicines Management:

Contact your local pharmacist if you run out of medication or need advice on specific drugs.

Calling 999:

You should only call 999 for an ambulance in a medical emergency when it is obvious that you or another person is in a life-threatening condition. Examples include; unconsciousness, difficulty breathing, severe chest pains or suspected heart attack, heavy blood loss, serious accident, head injury and broken bones.