



## **What happens when a referral is made to the GP Out of Hours (OOH) Service ?**

The call to your local GP out of hours (OOH) service will typically be answered by a non-clinician who will ask for the person's name, date of birth, address, postcode, name of their doctor and practice. Use the referral form template to collect this information and record the time and location of the appointment. They may also ask for a brief description of their symptoms and how quickly they need to be seen. Most patients who have initially presented in a pharmacy would usually need to be seen within a 4 hour time frame; however, this may vary according to the demands placed on the OOH service.

The OOH service will then give an appointment time and location where the patient can best be seen. A few boards operate slightly differently to this, therefore local arrangements should be followed where they are in place.

**Please do not** provide the Direct Referral/Prof to Prof telephone number to the general public. Also, please avoid raising patients' expectations, for example, do not tell the patient that you think they need antibiotics or that they need to be seen urgently by a doctor. Instead, tell the patient that you think their symptoms need to be assessed further.

### **Reasons for Contacting the OOH service**

- Make an appointment for the patient who requires face to face consultation.
- Request a prescription for an item not covered by the PGD or emergency supply legislation (OOH will not prescribe substitution therapy).
- Discuss whether patient referral for an appointment is appropriate or a prescription is required for the patient's condition.
- Query a prescription written during the OOH period.

# PATIENT JOURNEY

