

WEST STREET SURGERY
OUT OF HOURS ARRANGMENTS

Out of hours is defined as
Weekdays between 6.30 pm and 8.30 am
Friday from 6.30 pm until 8.30 am on monday mornings

The information detailed below will advise you of
the process followed should you need
to see a doctor out of hours.

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PATIENT TELEPHONES

0845 345 8995

This is the number to use at all times during out of hours



THE OPERATOR WILL TAKE ALL PERSONAL DETAILS
THIS INFORMATION IS THEN SENT BY COMPUTER
TO THE BANBURY BASE



A DOCTOR WILL THEN MAKE CONTACT WITH YOU FROM
THE BASE TO ESTABLISH WHETHER YOU
ARE ABLE TO ATTEND THE BASE, OR YOU NEED A HOME
VISIT, OR IF URGENT YOU CALL 999



URGENT VISIT – YOU OR THE DOCTOR ARE ADVISED TO PHONE
999

PHONE ADVICE – YOU MAY RECEIVE TELEPHONE ADVICE FROM A
DOCTOR

BASE VISIT – YOU ARRIVE AND YOU ARE SEEN IN ORDER OF ARRIVAL

HOME VISIT – YOUR DETAILS ARE PASSED TO A MOBILE DOCTOR

All information is updated by the doctor who
has dealt with you.



Your details are then sent by computer to your own practice
for the attention of the duty doctor.
the following morning