

0333 222 66 55

Palliative Care information leaflet for patients families and carers.

Shropdoc is here to help when your surgery is closed: 6pm to 8am Monday to Thursday 6pm to 8am Friday to Monday All day bank holidays



## When should I call?

Whenever you need help or advice from a GP or nurse and your surgery is closed.

## What will happen when I call?

You will speak to a call handler who will ask you for your details and will ask you what is wrong— please let the call handler know that you are a palliative care patient. You will receive a call back from a Doctor or Nurse within 20 minutes.

## Will I be visited at home?

Yes if you need to be seen by a Doctor or Nurse.

## Will you know anything about me?

We have limited access to your medical records, but we ask that surgeries share some extra information with us which we call 'flagging notes'. This will be available to the Nurse or Doctor in Shropdoc.

# Will my GP know that I have been in contact with Shropdoc?

Yes. Shropdoc sends all records to the GP surgery at 8am the following day to ensure they are up to date with what care you have received from Shrop-doc.

#### Do you work with the hospice?

Shropdoc works very closely with the hospice team to ensure that you receive the best possible care.

## Do you have access to medication?

Yes. Shropdoc has a full range of medication and equipment to treat patient symptoms.

