



## Bwrdd Iechyd Lleol Local Health Board

Sir Benfro  
Pembrokeshire

### *Your Healthcare services outside normal working hours in Pembrokeshire*

#### Care on Call Pembrokeshire – 08708 509508\*

Due to changes in the national contract from 1st September 2004 your GP surgery will no longer be open on a Saturday morning. Care on Call Pembrokeshire will provide cover for urgent medical problems only for the whole of Saturdays, Sundays and Bank Holidays, as well as between 6.30pm and 8am Monday to Fridays.

#### Your questions answered

##### *Will I be able to see my own GP on a Saturday morning?*

From 1st September 2004 your own GP will not be available on a Saturday morning. Routine appointments with your own GP can be arranged during normal surgery hours from Monday to Friday.

##### *Who do I call if I have an urgent health problem outside of normal working hours?*

For urgent medical problems that cannot wait until your surgery is open you can telephone **08708 509508\***. Care on Call Pembrokeshire will operate from 6.30pm to 8am weekdays and the whole of Saturdays, Sundays and Bank Holidays.

##### *When should I telephone Care on Call Pembrokeshire?*

Contact Care on Call Pembrokeshire when you have an urgent and serious medical problem that **cannot wait until your own surgery is open**. It is important to use the service properly so that the Doctor can see patients who are most in need. If you genuinely need help you should not be afraid to call Care on Call Pembrokeshire.

##### *Will I be visited at home?*

If you are assessed as needing to see a Doctor you will be asked to attend your nearest treatment centre. You will be advised where this is when you contact Care on Call. Home visits will only be carried out for very ill patients.

##### *Is there anything I can do myself to help Care on Call Pembrokeshire?*

- Try and plan your care needs ahead by arranging things like repeat prescriptions during normal working hours through your own GP surgery.
- You can safely treat many less serious illnesses yourself. Your local pharmacy is available to give advice during some of the time that your GP is not available. NHS Direct Wales can also give health advice 24 hours a day, 7 days a week. This can include helping you to decide how serious your problem is. The number for NHS Direct Wales is **0845 46 47**.

\*calls may be recorded to help ensure a high standard of service.

## What services are available if I need emergency treatment?

### The Ambulance Service

The ambulance service is there any time of the day or night to help in life threatening and serious medical emergencies. Dial **999** immediately for emergencies such as:

- **Chest Pain**
- **Severe loss of blood**
- **Severe burns and scalds**
- **Choking**
- **Difficulty in breathing**
- **Fitting/convulsions**
- **Loss of consciousness**
- **Severe allergic reactions**

### Accident and Emergency (A&E) Department

A&E departments assess and treat people with serious injuries and those in need of emergency treatment. If you are injured or think you are seriously ill, you can go to A&E by yourself or get a friend or family member to take you. In Pembrokeshire the 24 hour A&E department is in **Withybush General Hospital**. The telephone number is **01437 764545**.

### Minor Injuries Units

Minor Injuries Units treat injuries like cuts, sprains, and minor burns. There are Minor Injuries Units in **South Pembrokeshire Hospital (01646 682114)** and **Tenby Cottage Hospital (01834 842040)**.

### Social Services Emergency Duty Team

Outside of normal working hours you can contact the **Emergency Duty Team** on **0845 6015522** for urgent or serious social care issues relating to adults and children.

### *How do I find out more about GP and Care on Call Pembrokeshire services?*

Your surgery and Pembrokeshire Community Health Council (**01437 765816**) will be able to help you. This and other health care information is also available on the LHB website: [www.pembrokeshirelhb.wales.nhs.uk](http://www.pembrokeshirelhb.wales.nhs.uk)

### **Pembrokeshire Local Health Board Unit 5, Merlins Court**

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If you would like a copy of this leaflet in large print or on tape please contact the Local Health Board.