

## Update from Solent NHS Trust

### **From 2 October 2012, Solent NHS Trust no longer provides the GP Out of Hours Service (OOH).**

Over the last few months, we have been working closely with our commissioners and the new providers of OOH urgent care, Portsmouth Health Limited (PHL), to safely hand over this vital service.

As a Trust that strives to provide local care from specialists in quality, we remain committed to the success of this critical re-design of services in the areas we serve.

Our telephone number, 0300 300 2012, is no longer available for GP OOH Urgent Care calls.

We have made sure that patients calling the 0300 300 2012 number 'in hours' are directed through the appropriate Solent NHS Trust Single Point of Access pathway. Our staff have also been made aware that anyone requesting information on how to contact urgent care service, including the GP OOH provider, needs to be directed to phone 019 6271 8697.

We have set up numbers for contacting

- Community Nursing in the Portsmouth area out of hours 023 9268 4961.
- Community Nursing in the Southampton area out of hours 023 8071 6724.

Additionally, our community ward staff have been provided with a telephone number for their own use when they are dealing with urgent medical matters requiring GP OOH attention/opinion).

Similarly Walk in Centres and Minor Injuries Unit run by the Trust have access to a professional health number for urgent medical services out of hours. The number to use has been communicated to ward managers.

22 October 2012