

An Information Leaflet for Patients Who Are Accessing the Services of the Unscheduled Care Team



Information for Patients Community & Therapy Services



Introduction

This leaflet has been produced to help you understand the service that the Unscheduled Care Team offer. It will also provide you with details of what you can expect when you receive a visit from a member or members of the team.

Access to the Service

You may be referred to the Unscheduled Care Team by your own General Practitioner (GP), Community Matron, District Nurse or East Midlands Ambulance Service. It is possible that the professional referring you, will have discussed this with you prior to contacting the team. Although on occasion this may not occur. Once the Unscheduled Care Team received the referral, a member of the team will have contacted you and requested your consent to a visit. At this point they will have informed you if one or two practitioners will be visiting and you will have been provided with their names. Depending upon the urgency of the issue with which you were referred, the team will undertake their visit to you within a 1-4 hour time frame.

On meeting you for the first time, you will be handed this leaflet and encouraged to read it or have the contents explained to you.

Who will be visiting you?

The Unscheduled Care Team consists of the following staff:

- Unscheduled Care Practitioners with a nursing or paramedic background
- Health Care Assistants

The team consists of male and female practitioners. If you do not feel this is appropriate and would like a chaperone (a chaperone is a person who can support you during the assessment and any necessary examination), then if possible, please arrange for a family member or friend to be present. If you are unable to arrange support for your visit but still require a chaperone, please inform the practitioner who, if visiting alone will attempt to arrange support for you from another member of the team.

What will happen during the practitioner visit?

The practitioner will ask you a series of questions and give you the opportunity to explain your symptoms and concerns. He or she will then decide on the most appropriate method of assessing your symptoms. He or she will explain the method of assessment and if a physical examination is required they will fully explain this to you. This may require the recording of basic observations such as, blood pressure, temperature and pulse. It may also be necessary to undertake an additional physical assessment. If required, they may request that you partially or fully remove a piece of clothing so that you can be appropriately examined. The practitioner will only request to physically examine you if it is necessary in order to make an accurate diagnosis. However, if you do not wish to consent to a physical examination you have the right to refuse and withdraw consent.

Once an assessment has been completed, the practitioner will diagnose and treat or arrange treatment via a GP. If appropriate you will then be discharged from the service. However, if necessary, further visits occur daily for a short term to ensure that you are responding to the treatment prescribed. Once you have recovered you will be discharged from the service.

Contact Details for Further Information

Unscheduled Care Team
Global House
Ridge Way
DN171BS
Via Single Point of Access, telephone 03033 306602

Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) are available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact nlg-tr.PALS@nhs.net

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IFP-0906 v1.2 Issue date: November, 2018. Review date: November, 2021

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