

Are you concerned about a resident?*

*Please check Anticipatory Management Plan before making a call. *For medication issues, first contact your community pharmacy.

111	Urgent Care Practitioners	GP	Community Nursing	Palliative Care	Mental Health	Social Care	999
<p>If you urgently need medical help or advice but it's not a life-threatening situation.</p> <p>Call 111 if:</p> <ul style="list-style-type: none"> • you need medical help fast but it's not a 999 emergency • you think you need to go to A&E or need another NHS urgent care service • you don't know who to call or you don't have a GP to call • you need health information or reassurance about what to do next 	<p>7am to 2am 0300 3300 275</p> <p>Minor injury service: Assessment and treatment of a wide range of muscular skeletal injuries and wounds. UCP's can also provide a wide range of antibiotics and analgesia under patient group directives. UCP's can arrange onward referral and or admission as needed.</p> <ul style="list-style-type: none"> • Falls • Skin tears • Wounds • Head wounds (not anti-coagulated) • Muscular back pain • Joint assessment; shoulder, elbow, wrist, hip, knee and ankle. • Treatment of underlying conditions that may have caused a fall (e.g. UTI, chest infection etc.) 	<p>Available on telephone advice during surgery hours, home visits and surgery appointments</p> <ul style="list-style-type: none"> • General medical concerns • Ongoing medical/psychiatric problems • For medication issues contact community pharmacy <p>GP Out of Hours Monday to Friday 6.30pm to 8am</p> <p>Weekends and Bank Holidays Accessed via 111</p>	<p>Monday to Friday 8am to 6pm SPA 01904 721200</p> <p>Out of hours York and Selby 0300 330 0254 Ryedale 01723 368 111</p> <p>Urgent nursing problems that will not wait until the next planned visit. Including: wound care and urinary catheter issues.</p>	<p>St Leonards Hospice 24 Hours 01904 708 553</p> <p>Hospice @ Home 8am to midnight 01904 708 553</p> <p>Provides specialist nursing care and support to patients who want to remain at home in the last few weeks of their life.</p> <p>Specialist Community Palliative Care team 8.30am to 4.30pm 01904 724 476</p> <ul style="list-style-type: none"> • pain and symptom management • end of life care • psychological, social and spiritual support 	<p>Access to Mental Wellbeing Service 01904 526 566 Central referral point for all routine referrals into mental health services in Vale of York</p> <p>Care Home and Dementia Team (CHADT) 9am to 9pm 01904 556 748</p> <ul style="list-style-type: none"> • challenging behaviour • significant behaviour changes • psychiatric medication advice • support discharge from TEWV inpatient beds • initial diagnosis of dementia <p>Crisis Team (urgent support) 24 Hours 01904 526 582 Assess people who are presenting with acute mental health problems who have significant risks to themselves or others, and can arrange appropriate aftercare.</p>	<p>City of York Council Office hours 01904 555 111</p> <p>North Yorkshire County Council Office hours 01609 532 009 (general enquiries)</p> <p>Emergency Duty Team (City of York and North Yorkshire areas) 01609 780 780 deals with social care emergencies outside office hours</p>	<p>Call 999 in a medical emergency – when someone is seriously ill or injured and their life is at risk.</p> <ul style="list-style-type: none"> • loss of consciousness • an acute confused state • fits that are not stopping • persistent, severe chest pain • breathing difficulties • severe bleeding that cannot be stopped • severe allergic reactions • severe burns or scalds • Heart attack • Stroke • major trauma • serious head injury <p>(this is not an exhaustive list)</p>

Other community/specialist nursing teams include: Community Therapies, Speech and Language Therapy, Specialist Continence, Cardiac Rehabilitation, Respiratory, Tissue Viability, Heart Failure, Community Diabetes, Nutrition and Dietetics. **Contact the York Hospital Switchboard on 01904 631 313. Medical Equipment (e.g. syringe drivers) contact 01904 726 250**