

Immedicare or own GP?

Is this a **new illness / episode** requiring **on-the-day treatment** due to escalating concern / acute illness?
For example: acute infection, rapid deterioration, new confusion, falls, potentially life-threatening cause

Yes

No

Immedicare

No prior referral or registration required

Examples of when to advise Immedicare*

- Acute infection needing on-the-day treatment due to escalating need
- Deteriorating patient where immediate decision is required by assessing clinician
- Fall requiring review
- New symptoms requiring immediate advice.

Own GP

Examples of when a call can be handled by the GP surgery *

- Simple prescription requests e.g. food supplements, aperients, emollients
- Ongoing long term condition management
- Ongoing treatment of current illness requiring tweaking of medication or clarity on treatment plan
- Routine medication requests

* Please note these are not exhaustive examples

- If the patient is displaying a deterioration that requires on-the-day treatment and advice, the home should contact Immedicare.
- Any ongoing episodes of care or prescription tweaks should be reviewed by the patient's own GP.
- Immedicare does not replace responsibility of the surgery for care home patients between the hours of 8am-6pm.