



## **Telephone Assessment Service (TAS)** **24 Hour Call Centre**

**The Call Centre telephone number is: 0521 305 3961**

**This service is not only for when the Medical Centre is closed.**

We would like to reassure you that as part of the arrangements the SSAFA GSTT Care LLP has made to support your health care needs during the drawdown process, you have 24 hour access to advice and support.

We are able to provide this from our Call Centre, which is open 24 hours per day, 365 days per year. When you contact the Call Centre the call handler will ask for your contact number and what your symptoms are. They will then pass your information on to a nurse who will call you back.

This service is not only for when the Medical Centre is closed but can be used as the first point of contact during normal working hours to ensure that you get the most appropriate service and provide you with any extra information you need. They have all the information about local service providers and can point you in the right direction.

The TAS call centre can also arrange for you to speak to a doctor, midwife or other healthcare professional for medical advice. They can also point you in the right direction with any healthcare related queries that you have.

If you feel that your condition is serious and you need to go to hospital please still contact the call centre so that you can be assessed and then advised where best to go. They will also make sure that your records are updated and the bills received from the hospital are paid promptly.

**However the Call Centre service is **NOT an alternative to emergency care** and if you consider the situation to be an **emergency or life threatening** you should **ring 112** for the local ambulance service.**



## Hospital Hotline

**Available 24 hrs a day for entitled patients attending hospital**

**Hospital Hotline number is 0800 5889936**

If you are admitted into hospital whether it is planned or in an emergency then the Hospital Hotline will provide support to you including language support if needed. Please telephone the Hospital Hotline; it is not just for emergency admissions.

The hospital Hotline is manned 24 hours a day 7 days a week and can be used when you are in hospital. The team will:

- Inform your unit of your admission
- Inform the medical centre
- Provide language support as necessary
- Ensure that all medical treatment costs will be paid for (entitled patients only)
- Liaise on your behalf to obtain medical reports and if necessary arrange outpatient appointments.

It is very important that you call the Hospital Hotline because otherwise you may find yourself liable for some or all of the costs of your care and it may prevent proper discharge planning arrangements to be put in place.

Do not sign anything in non-designated hospitals unless you know what you are signing for.

If you are in any doubt at all please call the Hospital Hotline.