

**FREQUENTLY**

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# ASKED QUESTIONS

**SevernSide**  
Integrated Urgent Care

# What is the Integrated Urgent Care service?

Severnside Integrated Urgent Care (IUC) is a new NHS urgent care service which replaces the GP Out of Hours service from 2nd April 2019. The new service is open 24hrs a day, 365 days a year and incorporates the current NHS111 service for Bristol, North Somerset and South Gloucestershire.

The service is suitable for patients who are unsure where to go for medical advice or for patients with **urgent health conditions** that can't wait until their daytime GP surgery is open and available to help.

**This is not an emergency service – For a medical emergency or life-threatening condition you should always dial 999 or attend your local A&E.**

Depending on the urgency of your condition you may receive telephone advice from a Health Advisor or Clinician, be booked into a face to face appointment at a local treatment centre, or receive a home visit from one of our mobile clinicians. Alternatively, you may be directed to a more appropriate service for your needs such as a Minor Injury Unit, Walk-in Centre or local Pharmacy.

We share all our premises with other daytime services, and on occasions the waiting room may be shared with patients using other services.

## How do I access the service?

Accessing the service is simple, you have two options:

- **Call NHS111**
- **Contact NHS111 Online**

The service is free to use and available 24hrs a day, 365 days a year.

The IUC service is not a walk-in service – You need to contact NHS111 first who may book you an appointment if appropriate. **If your condition is an emergency or life-threatening you should always dial 999.**



Dial 111 from a  
landline or mobile



Contact NHS 111 Online  
or use the NHS app

## I require an Interpreter – can this be arranged?

We have telephone access to interpreting services for over 200 languages. Please see the notice on our front desk for more details, and let our receptionist know if you need this service.

British Sign Language interpreting is also available, although this needs to be booked in advance and we may need to reschedule your appointment for when an interpreter is available if we have not previously been made aware of your need for this support.



## Who will I see during my appointment?

Our clinical team includes Doctors, Advanced Nurse Practitioners, Emergency Care Practitioners and Pharmacists, who are all skilled and experienced in the care they provide, and who will be able to provide you with a prescription for any medication should that be necessary.

At our busiest bases you may also be seen first by a Health Care Assistant who will be able to carry out checks, such as blood pressure and temperature, to help our clinical staff assess the priority of your appointment.

## How long will I have to wait?

You will have been advised of your appointment time in advance, but it is important to remember that this is just a guide. As we are an urgent care service, our clinical team will be seeing patients in order of priority NOT in order of arrival. They will also be telephoning patients to provide advice in between seeing patients face to face, and may sometimes be delayed because another patient needs an ambulance or to be admitted to hospital.



We aim to see at least 80% of all our patients within 30 minutes of their booked appointment time, but during very busy periods your wait may be longer than we would ideally like. Your receptionist will let you know if there is likely to be a longer wait – please let him or her know if you feel your condition is worsening while you are waiting.

## I want to feedback about the service I received.

Although we are proud of the service we provide, we recognise that problems do sometimes arise. Your feedback – whether positive or negative – will therefore help us to make changes to improve the care our patients receive.

If you have a problem, first of all, tell our receptionist, who may be able to help resolve your concerns. We aim to give the highest standard of customer service and expect our staff to help you wherever they are able. If our staff at the clinic cannot resolve your problem then you can contact our Head Office team:

- **by post to: Patient Feedback, Unit 21, Osprey Court, Bristol BS14 0BB**
- **by email to [severnside.governance@nhs.net](mailto:severnside.governance@nhs.net)**

All complaints will receive an investigation and a response.

You may also use one of our feedback cards available on the clinic desk to let us know what you thought of our service.



## We would also like to encourage positive feedback about our service and staff.

Our Clinicians and operational staff work incredibly hard, 365 days a year, 24hrs a day. If a member of our team has gone the extra mile for you, or you feel they have delivered excellent “**Patient care by people who care**”, please take a moment to fill out a feedback card and we will do our very best to pass your comments on.

SevernSide Integrated Urgent Care is provided in partnership by **BrisDoc Healthcare Services** and **Care UK**.