

Manx Emergency Doctor Service (M.E.D.S.)

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The Manx Emergency Doctor Service is an 'out-of-hours' emergency service that will operate when your doctor's surgery is closed.

The service is available from 6pm to 8am Monday to Friday, with 24-hour cover over weekends and bank holidays.

For out-of-hours emergencies, you should telephone your surgery as normal.

You will either get an answer phone service giving you the numbers of the out-of-hours service or your calls will be automatically diverted. All calls are recorded. A trained telephonist will record your details.

You will be:

- 1 Given telephone advice by the duty Doctor.
- 2 Invited to attend the M.E.D.S out-of- hours centre at an appointed time.
- 3 Visited at home, if considered medically necessary following assessment by the duty Doctor.
- 4 Admitted to hospital if considered medically necessary.

The out-of-hours service is only for emergencies that cannot wait until the next working day.

Primary Care out-Hours Centre

All patients will be seen by a fully qualified GP.

The out-of-hours doctors' surgery is not a drop-in service and patients should note that they **will not** be seen by the duty doctor without an appointment.

- A Primary Care Centre is a much safer environment in which to treat people.
- A Doctor can see many more patients in the Centre in the same time that it takes to travel to one house call.
- The Doctor will have direct access to more medical equipment and drugs within the Centre.
- Tired Doctors make more errors. This service will allow Doctors more time off duty.
- Home visits will be made when medically indicated.
- Patients will be responsible for arranging their own transport to the out-of-hours Centre.

Emergency Dental Care

You should first ring your own Dentist. Your dental surgery will inform you how to contact the duty Dentist. There is a duty Dentist on call for all Emergency Dental Care. They can assess your dental requirements and prescribe appropriate antibiotics, painkillers or provide dental treatment if it is required. Your doctor is not qualified to treat dental problems.

Pharmacy Rota

There is a rota for Community Pharmacies which covers Sundays and Bank Holidays, usually a limited lunchtime opening. For details of the duty pharmacy nearest to you and their times of opening see the local press. All pharmacies display in their window the name of the duty pharmacy.

Your local Pharmacist will be able to provide advice on medicines and minor ailments and can provide medicines for many minor illnesses if needed.

Accident and Emergency Department (Casualty)

This service will be unaltered by the out-of-hours service. All patients who would normally attend Casualty for their injuries, etc, should continue to do so. Should Casualty tell you that you should see your GP instead and it is urgent then contact your own surgery. The out-of-hours doctor's surgery is not a drop-in service and patients should note that they **will not** be seen by the duty doctor without an appointment.

If you think that you have a life-threatening emergency you should always call 999. This service operates 24 hours a day, 7 days a week.

**Issued by:
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This leaflet can be presented in large print or audio tape on request