



**Isle of Man
Government**

Reilys Ellan Vannin

MEDS

Manx Emergency Doctors Service

Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

MEDS opening times:

Monday – Friday **From 6pm to 8am**

Weekends **24-hour cover**

Public Holidays **24-hour cover**

Tel. No. (01624) 650355

Web site: <https://www.gov.im/meds>

Manx Emergency Doctor Service (MEDS)

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

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

All patients who would normally attend the Emergency Department (ED) for an acute illness or injury should continue to do so. Should ED tell you that it is more appropriate for you to see your GP instead and it is NOT urgent then you should contact your own surgery within normal working hours.

The out-of-hours doctor's service is not a drop-in service. Any patients wishing to access the MEDS Service should call first on 650355.

What will happen when you telephone MEDS

A trained receptionist will record your details to pass to the doctor. Once the doctor has had opportunity to review the reason for your call, you may be:

- Given telephone advice by the doctor.
- Invited to attend the MEDS out-of- hours centre.
(see map overleaf)
- Visited at home, if considered medically necessary following assessment by an appropriate clinician.
- Admitted to hospital if considered medically necessary.

All telephone calls are recorded for security and training purposes.

What will happen when you arrive at MEDS

- you will be registered by the receptionist.
- You will be seen by a clinician, this could be a GP, Nurse or other Healthcare Professional.

Why is important for patients to be seen at MEDS rather than at home?

- Your doctor has access to more equipment and medication that you may need.
- This enables more patients to be seen in a timely manner

It is your responsibility to organise your own transport to MEDS

Emergency Dental Care

During usual opening hours you should contact your dental practice or if you are not registered with a dental practice but you experience any pain, bleeding or swelling you can contact the Central Community Health Centre on 642785 to arrange an emergency appointment lines open at 08:30am. There is a duty Dentist on call for all Emergency Dental Care over the weekend between 09:00 – 11:00 please see www.gov.im/dentists for the on call rota. A dentist can assess your dental requirements and prescribe appropriate antibiotics, painkillers or provide dental treatment if it is required.

Doctors are not qualified to treat dental problems.

Pharmacy Rota

There is a rota for Community Pharmacies which covers Sundays and Bank Holidays, usually a limited to 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.

Do you know that you can visit your local pharmacy for advice and support for the following conditions:

More information for the Pharmacy Minor Ailments Scheme can be found at:

<https://www.gov.im/news/2015/oct/08/expansion-of-minor-ailments-services/>

Bacterial Conjunctivitis	Inflammatory Skin Disorders	Impetigo
Cystitis	Shingles	Oral Thrush
Hay Fever	Cough	Gout
Exercise-related Injury	Toothache	Constipation
Nappy Rash	Vaginal Thrush	

This service will be unaltered by the out-of-hours service. All patients who would normally attend ED for their injuries, etc., should continue to do so. Should they tell you that you should see your GP instead and it is not urgent then contact your own surgery. The out-of-hours doctor's surgery (MEDS) is not a drop-in service and patients should note that they should call first wherever possible.

KEY - West Wing Ground Floor - Blue Zone

- Accident and Emergency (A&E)
- Breast Clinic
- Breast Screening
- Chapel
- Fracture Clinic (Ortho OPD) Suite B
- General Outpatients (Gen OPD) Suite C
- Including Blood Clinic & Ophthalmology
- Genito-Urinary Medicine (GUM)
- Manx Emergency Doctor Service (MEDS)
- Occupational Therapy (Rehab)
- Orthopaedic Outpatients (Ortho OPD) Suite B
- Pharmacy (Pharm)
- Physiotherapy (Rehab)
- Private Patients Wing
- Radiology (X-Ray)
- Rehabilitation (Rehab)
- Surgical Outpatients (Surg OPD) Suite A
- Male Surgical Ward (Ward 1)
- Female Surgical Ward (Ward 2)

KEY - External Buildings

- Oncology Day Unit (ODU)
- Newlands
- Day Assessment and Treatment Unit (DATU)
- Diabetic Centre

KEY - East Wing Ground Floor - Green Zone

- Antenatal Clinic (W&C OPD) Suite E
- Thie Bee Coffee Shop (Cafe)
- Children's Ward (Ward 3)
- Gynaecology (Ward 4)
- Macmillan Cancer Information Centre (MCIC)
- Medical Assessment Unit 'MAU' (Ward 6)
- Medical Outpatients (Med OPD) Suite D
- Medical Ward (Ward 5)
- Pathology (Path Lab)
- Renal Unit
- Shop
- Women and Children's Outpatients (W&C OPD) Suite F

Map Labels:

- Private Patients Wing
- Breast Screening
- Breast Clinic
- GUM
- Ward 2
- Ward 1
- Suite A Surg OPD
- Suite C Gen OPD
- Pharm
- Rehab
- Path Lab
- Chapel
- Radiology (X-Ray)
- A&E
- AMB
- MCIC
- CAFE SHOP
- MAIN ENTRANCE
- WEST WING

Orientation: N (North), S (South), E (East), W (West)

Other Features: LS (Lifts & Stairs), S (Stairs), ODU (Oncology Day Unit), Newlands, DATU (Day Assessment and Treatment Unit), Diabetic Centre, MEDS (Manx Emergency Doctor Service), A&E (Accident and Emergency), AMB (Ambulance Bay).

MEDS is located in the West Wing, Suite B adjacent to the Emergency Department.

How to Make a Compliment or Complaint

If you wish to make a comment about MEDS or to complement the service, you can do this by either telling the service direct or by contacting Family Practitioner Services (contact details below). Additionally you may wish to use the Friends and Family online survey.

If you are dissatisfied about the services provided to you at MEDS you must put your complaint in writing and send it to the postal address or email address below.

Please be aware we operate a zero tolerance policy in regards to any violence/aggression towards any MEDS staff.

This document can be provided in large print or audio format on request.



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