What happens when I call Herts Urgent Care?

WHEN YOUR SURGERY IS CLOSED AND YOU HAVE AN URGENT MEDICAL PROBLEM

Herts Urgent Care the local GP out of hours Provider can be contacted on **03000 33 33 33**

Your call is answered by an experienced call handler at our Welwyn call centre

If your call is dental related we pass your details to our dental nurses

You will be asked for your contact details, date of birth and the name of your GP & surgery

You will be asked a few questions about your symptoms

Your call based on your symptoms is given a priority,

The GP will call back within 20 minutes for an Urgent call or 60 minutes for a Less

The GP will ask you some questions and may be able to give you telephone advice and a prescription for you to collect

The GP may decide that he would like you to be seen – he will book you an appointment at the nearest most convenient Primary Care Centre to where you live

We have 10 Primary Care Centres in Hertfordshire

If you are elderly, frail or bed bound the doctor may decide to visit you at home - we have driver with a car that is stocked for this purpose

The details of your consultation are sent to your GP by 8am the following day.