

After Hours Policy

In our practice, we offer after hours care to patients of our practice by the following:

- formal arrangements exist with an accredited medical deputising service. Our Deputising Service is National Home Doctor Service whose contact number is: 137425
- A copy of our formal written agreement with the after hours service provider (if applicable) is located the filing cabinet in the Practice Managers Office behind reception.

Patients are advised of access to our after hours service by:

- telephone answering machine
- Deputising Service flyers and business cards within reception area
- Signage visible from outside the practice

practice information sheet. Runcorn Plaza Family Medical Practice provides reasonable arrangements for access to out of hours primary care for regular patients of our practice. Our practice has decided upon a reasonable distance within which visits can be safely conducted, which is 10kms.

Our practice supplies care through an external provider, National Home Doctor Service; the documentation of the arrangement assure:

- the timely reporting of the care provided to the patient's nominated practice
- a defined means of access for the deputising practitioner to patient health information and practice GPs in exceptional circumstances
- the care is provided by appropriately qualified health professionals.