

### Who are we?

Mastercall Healthcare is a non-profit making organisation. We provide urgent medical care to Stockport and Trafford patients when their GP surgery is closed. For more information visit our website at [www.mastercall.org.uk](http://www.mastercall.org.uk)

### Where are we?

We have two primary care centres:

Mastercall Healthcare  
226-232 Wellington Road South, Stockport  
SK2 6NW.

Trafford Health Centre  
Trafford General Hospital  
Moorside Road, Davyhulme  
Manchester  
M41 5SL

### When are we open?

Our primary care centre opening hours are:

	Mon-Fri	Sat/Sun /BH*
Trafford	1900- 2200	0800- 2200
Stockport	1800- 0800	24 hour

\*BH = Bank Holidays

**To reduce patient waiting times please phone for an appointment first.**

**All telephone calls are voice recorded and will be used for training and quality monitoring purposes.**

### How and when do I use the service?

If you require urgent medical attention that cannot wait until your surgery opens, follow these instructions:

1. Ring your registered GP or phone Mastercall direct on 0161 476 2299.
2. You will either be automatically diverted to the out of hours service or given a number to ring.
3. We will ask for your home telephone number, name, address, date of birth, registered GP and a brief indication of your illness.
4. We will prioritise the urgency of your call using call priority guidelines. Our clinician will then return your call within the following timescales:

Urgent calls within 20 minutes

Routine calls within 60 minutes

Immediately life threatening conditions will be passed directly to the ambulance service.

5. Our clinicians will assess your medical condition and provide telephone advice or arrange an appointment. The appointment will be within the following timescales:

### Appointment Priority Timescales:

Emergency within 1 hour

Urgent within 2 hours

Routine within 6 hours

### The services we provide:

The Out of Hours Service is for medical conditions of an urgent nature that cannot wait until your routine surgery re-opens. Our clinicians can give you telephone advice if you do not need to see a doctor but are anxious and need reassurance.

### Services we DO NOT provide:

- Medication for the treatment of drug addiction i.e. Methadone and other narcotic drugs.
- Repeat prescriptions.
- 2nd opinions
- Sick Notes will not be issued.
- Medicals will not be carried out.
- Contraceptive services other than emergency contraception i.e. the Morning After Pill (at doctors discretion).

### Can I have a Home Visits?

All requests for home visits are medically assessed by our clinician. **Home visits are for people who are seriously ill such as bed bound, terminally ill or severely disabled.**

Home visits are not automatically assigned for young children, families or the elderly unless the patient is seriously ill.

Our Centres are designed with appropriate lighting, medical equipment and medication to help doctors give you a thorough medical examination.

If you are seriously ill we will arrange a home visit within:

1 hour for an emergency

2 hours if urgent

6 hours if routine

## Patient Transport

If you are experiencing transport problems we can provide a courtesy transport service.

## Late Night Chemists:

Lloyds Pharmacy  
236 Wellington Road South, Stockport  
Everyday 0830- 2200 hours  
0161 480 3371

Cameolord  
7 Oxford Street, Manchester  
Mon-Fri 0800-2400 hours  
Sat/Sun 0900-2400 hours  
Bank holidays:0161 236 1445

Sainsburys, Washway Road, Sale  
Mon-Sat 0830-2000 hours  
Sun 1000-1600 hours  
Bank Holidays:0161 973 1075

Sainsburys, Urmston  
Mon-Fri 0700-2300 hours  
Sat 0700 -2200 hours  
Sun 1100-1700 hours  
Bank Holidays:0161 9115400

Tesco, Manor Road, Altrincham  
Mon-Sat 0800-2000 hours  
Sun 1000-1600 hours  
Bank Holidays:0161 252 7447

## Patient Satisfaction:

Your feedback is very important as it helps us to identify ways in which we can improve the service. Feedback helps us to identify areas that work well or require additional resources.

A Customer Satisfaction Survey is randomly sent to every 20th caller.

You are also invited to give feedback about the service via our website at [www.mastercall.org.uk](http://www.mastercall.org.uk)

## Why do I need to wait?

Whilst we operate an appointment system, patients are seen in order of clinical priority. Whilst you are waiting for your appointment we may need to see a patient requiring more urgent treatment than your clinical need. We would welcome your patience and understanding during these times.

## How to make a Compliment, Comment or Complaint:

Mastercall has adopted the NHS complaints procedure. If you are not satisfied with the service you have received and wish to make a complaint or require information on our complaints process please contact:

Sandra Jones  
Complaints Manager  
226-232 Wellington Road South  
Stockport  
SK2 6NW

Tel: 0161 476 2299

Fax: 0171 476 2099

Email:

[joness@stockport-pct.doctorscoop.nhs.uk](mailto:joness@stockport-pct.doctorscoop.nhs.uk)

This leaflet is available in different languages and font sizes.

Mastercall provide a 24/7 translation service. Systems are available for patients with hearing impediments.

## Mastercall Healthcare Out of Hours Service



0161 476 2299

## PATIENT INFORMATION LEAFLET

PATIENT NAME:

.....  
Please keep this leaflet handy for future  
emergency appointments