

# Nightingale Practice

## DUTY DOCTOR SERVICE – FOR WHEN YOU HAVE AN URGENT MEDICAL PROBLEM

**AVAILABLE 8am - 6.30pm MONDAY – FRIDAY**

1. Phone the surgery and explain to reception that you have an urgent problem
2. Reception can then put you on the Duty Doctor list
3. The Duty Doctor will ring you back within 2 hours
4. The Duty Doctor will decide with you what you need, which could be:
  - Advice over the phone
  - An appointment at the surgery
  - A home visit if you are really not well
  - A referral to another service

This service offers you quick access to your GP practice, where they know you and have your full medical record. We recommend this service instead of going to A&E at the hospital.



**City & Hackney  
GP Confederation**  
A community interest company