

## WestCall (Berkshire West) video transcript

0:00:00.720,0:00:06.800

We are WestCall, a GP out of hours service.

We can help if you experience an urgent

0:00:06.800,0:00:13.200

medical problem when your GP surgery is closed overnight, at the weekend or on a bank holiday,

0:00:13.200,0:00:19.440

and you cannot wait until the next working day.

Our team is made up of GPs, urgent care

0:00:19.440,0:00:26.480

practitioners, nurses, healthcare assistants, pharmacists, and administrative support staff.

0:00:26.480,0:00:31.360

We can give advice to manage your condition over the phone or we might arrange an appointment for

0:00:31.360,0:00:36.720

you to visit us at one of our WestCall clinics at the Royal Berkshire Hospital in Reading or

0:00:36.720,0:00:42.880

West Berkshire Community Hospital in Newbury.

We suggest that you bring one person with you.

0:00:42.880,0:00:45.760

If traveling is a risk for you and it is appropriate,

0:00:45.760,0:00:51.600

we may visit you at home or we might arrange for an ambulance to take you to a local hospital.

0:00:52.240,0:00:56.720

We cannot help with ongoing routine treatments, repeat prescriptions,

0:00:56.720,0:01:03.360

long-term conditions, injuries, x-rays, scans, or referrals to hospital services.

0:01:03.360,0:01:08.800

If you are experiencing a medical emergency, such as chest pain, shortness of breath, or a severe

0:01:08.800,0:01:15.920

bleeding, please go to the nearest accident and emergency department, or call 999 for help. To

0:01:15.920,0:01:22.800

access our service, you will need to be referred by NHS 111. We do not provide a walk-in service.

0:01:22.800,0:01:28.320

So, please do not come to our clinics without an appointment. When we have received your referral,

0:01:28.320,0:01:33.840

it will be added to our telephone triage list and we will call you to discuss your condition.

0:01:33.840,0:01:39.760

You can find more information about WestCall and what we offer on our web page.