

This form has been designed to make your phone call to NHS 24 easier.

We recommend that you fill it in and keep it by the telephone.

When you call NHS24 you will get through to an answer-phone advising you that all calls are recorded, hold the line and you will be connected to an operator.

Remember, if you think it is an emergency, telephone 999.

The operator will ask you some questions:

Your full name	
Your date of birth	
Telephone number	
Address, including postcode	
GP's address	
GP's name	
THE REASON FOR YOUR CALL At this point you need to say what is wrong.	

You will then speak to a nurse. S/he will:

- check your address and telephone number
- ask some questions about your reason for calling to assess what care you may need.

The nurse will also ask about the following:

Your medical history	
MEDICATION If possible, it is a good idea to attach a recent repeat prescription request here, if you have one, listing current medications.	
Known allergies	

It would be useful to know:

Directions to your address	
Next of kin or emergency contact	Alternative contact
Their name	Name
Their address	Address
Their telephone number(s)	Telephone number(s)

Date completed _____

Remember – if your circumstances changes in any way, you should update this form.