

## Immedicare or own GP?

Is this a **new illness / episode** requiring **on-the-day treatment** due to escalating concern / acute illness?  
For example: acute infection, rapid deterioration, new confusion, falls, potentially life-threatening cause

**Yes**

**No**

### **Immedicare**

No prior referral or registration required

### **Own GP**

#### **Examples of when to advise Immedicare \***

- Acute infection needing on-the-day treatment due to escalating need
- Deteriorating patient where immediate decision is required by assessing clinician
- Fall requiring review
- New symptoms requiring immediate advice.

#### **Examples of when a call should be handled by the GP surgery \***

- Simple prescription requests e.g. food supplements, aperients, emollients
- Ongoing long term condition management
- Ongoing treatment of current illness requiring tweaking of medication or clarity on treatment plan
- Routine medication requests

#### **\* Please note these are not exhaustive examples.**

- If the patient is displaying a deterioration that requires on-the-day treatment and advice, the home should contact Immedicare.
- Any ongoing episodes of care or prescription tweaks should be reviewed by the patient's own GP.
- Immedicare does not replace responsibility of the surgery for care home patients between the hours of 8am-6pm.

Version	Date	Editor	Summary of changes
0.1	17/07/2020	Anna Smith	Copy of Sam Fickes original
1.0	21/07/2020	Anna Smith	Amended title, added logos
1.1	22/07/2020	Anna Smith	Include no requirement to pre-register patient
1.2	02/10/2020	Anna Smith	Amended wording: Examples of when a call *should* be handled by the GP surgery
Intended audience	Staff in care homes and primary care		
Reviewed by	Sara Humphrey	Date: 22/07/2020	
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