

# Your New Integrated Urgent Care Service

## Important information for Healthcare Professionals:

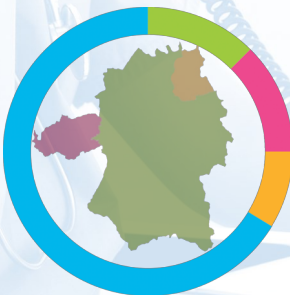
From 1st May 2018, the way you contact the GP Out of Hours service is changing.

Instead of calling the existing HCP numbers in BaNES, Swindon and Wiltshire, you will need to call NHS111, then press 9 (or 8 in the case of O2, Orange and Three callers in BaNES) to continue.

You will hear "There may be a short pause while we connect you to your local NHS111 provider".  
**DURING THIS MESSAGE**, you need to press \*, you will then be presented with the 'hidden' menu.

By pressing \*7, you will be routed directly to the Medvivo Clinical Assessment Service / Clinical Hub.

**Call 111 - press 9 then \*7**



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