WONDERING **WHO TO CALL?**

ADVICE ABOUT WHICH SERVICES ARE BEST TO CONTACT IN DIFFERENT SITUATIONS

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ST CHRISTOPHER'S

SELF-CARE

- Follow the plan for symptom control and your overall health and wellbeing given to you by your care team
- Make sure you understand the purpose of any medication(s) you are taking
- Keep track of your medication and remember to order repeat prescriptions early to ensure you have enough of each medication.

NON-URGENT

- Monday to Friday, 9am-5pm call St Christopher's on **020 8768 4500** for non-urgent advice – e.g. non-urgent symptom control, non-urgent medication advice or to change the time of an upcoming appointment
- Call your **hospital team** if you have questions about the treatment they are giving you
- Call your **GP**:
  - to order your repeat prescriptions
  - if you think you have an infection or new medical problem
  - to obtain a referral to other services, such as podiatry, dentist, physiotherapist, dietician, optician, community mental health team etc
- Call the **district nurse** or **community matron** to:
- get incontinence pads or aids
- arrange to change the dressing on a wound
- obtain equipment or report a problem with faulty equipment
- Call your **local pharmacy** to:
- ask questions about your medication
- arrange prescription deliveries and collections
- Call your **care agency**, **social services** or your local **clinical commissioning group** to discuss issues with funding or provision of care.

URGENT 24/7

- Call St Christopher's on **020 8768 4500** to report:
  - an urgent change in physical or psychological symptoms
  - a rapid or sudden deterioration in your health
- Call **Acute Oncology Services (AOS)** to report urgent symptoms related to cancer therapy
- Call 999 to get help in emergency situations, e.g. broken bones, seizures or uncontrolled bleeding.

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