

## **Christmas / New Year Service Arrangements –**

**Westdoc Out of Hours service is for those who need urgent care only and not for routine matters. For routine appointments, please contact your GP during normal surgery hours. Please do not present to a treatment centre, Westdoc is not a walk – in service.**

**Christmas & New Year is an extremely busy time for the service; therefore you may encounter delays in accessing the service, all calls will be answered.**

**<https://www2.hse.ie/conditions/common-illnesses/> provides advice on dealing with common illnesses.**

### **Availability of Family Doctor Services:-**

<b>Date</b>	<b>Day</b>	<b>Cover</b>
<b>22<sup>nd</sup> December</b>	<b>Monday</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>23<sup>rd</sup> December</b>	<b>Tuesday</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>24<sup>th</sup> December</b>	<b>Wednesday – Christmas Eve</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>25<sup>th</sup> December</b>	<b>Thursday – Christmas Day</b>	<b>Westdoc</b>
<b>26<sup>th</sup> December</b>	<b>Friday – St. Stephen's Day</b>	<b>Westdoc</b>
<b>27<sup>th</sup> December</b>	<b>Saturday</b>	<b>Westdoc</b>
<b>28<sup>th</sup> December</b>	<b>Sunday</b>	<b>Westdoc</b>
<b>29<sup>th</sup> December</b>	<b>Monday</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>30<sup>th</sup> December</b>	<b>Tuesday</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>31<sup>st</sup> December</b>	<b>Wednesday – New Year's Eve</b>	<b>9am – 6pm own GP; Westdoc after 6pm</b>
<b>1<sup>st</sup> January</b>	<b>Thursday</b>	<b>Westdoc</b>

If you are unsure who to call, you can phone your GP's telephone number and they will have a message on the phone to advise of the number to contact in order to access the doctor who is covering for them.

### **How you can help:**

To assist Westdoc in providing the best quality service, the public can help the Westdoc staff by following the steps below.

- 1. If possible, you should have the following information ready, as the person who answers your call will ask you these questions:**

- Patient's name, if known to you
  - Contact telephone number – landline, if possible, plus mobile
  - Eircode
  - Current location of the patient
  - Patient's date of birth or age
  - Medical Card number
  - Name of Patient's own Family Doctor.
  - Details of the patient's current medication list
2. **If you think the patient is in immediate danger, say so as soon as your call is answered and then follow the instructions.**
  3. **Do not call for routine matters that can wait until your doctor is back in his/her surgery.**
  4. **Make sure that you get prescriptions filled before Christmas so that you have enough medication over the holiday season.**
  5. **If you need to see the doctor and have a Medical Card be sure to bring the card with you to the appointment at the Westdoc centre or patients will be charged for the visit.**
  6. **Have your medicine cabinet/first aid box stocked.**

Westdoc is here to help you, but it is always useful to have the following items in your home:

**For Children:** Paracetamol, Ibuprofen, thermometer, Dioralyte

**For Adults:** Paracetamol, antihistamines (for allergies), anti-diarrhoea agents, anti-emetics (tummy upsets)

**General Supplies:** Disinfectant, cotton wool, dressings, bandages

Westdoc wishes all its patients a healthy and happy Christmas season