

Hans Place Practice is committed to your care and well being throughout your patient journey.

Occasionally you may have concerns regarding your treatment that need to be addressed outside normal clinic hours.

To this end Hans Place Practice together with The Private Clinic group provide an emergency out of hours 'on call' telephone service.

This will be discussed with you prior to your surgery or in the case of nonsurgical procedures after your treatment.

The premise behind this emergency service is to ensure that no patient is left worried or anxious about their surgery or treatment should complications arise.

**Step 1.** Should an emergency situation or concern regarding your treatment or surgery arise out of hours please call the 'on call' nurse on the following number **0333 920 2649**.

**Step 2.** The 'on call' nurse will discuss and assess your concerns with you. Should the nurse need to discuss your concerns with Dr Comins they will contact him and discuss any action deemed necessary with you.

**Step 3.** In the case of surgical emergencies- Dr Comins will decide if you require:

a) Emergency attendance to the local A&E department; he will then liaise with the A&E department directly.

The on call nurse will advise you on attendance.

b) Hospital admission: this will then be arranged by the Dr Comins and on call nurse.

c) To return to the clinic for clinical review at the earliest time within normal clinic hours.

For non surgical procedures:

You will be advised:

a) In an emergency to attend your local A&E department.

b) Return to clinic the next day for clinical review.

