

## **What to do if you need to see a doctor when your GP surgery is closed**

### **Who is Badger?**

Badger is a Social Enterprise Organisation, which is made up of local doctors who have joined together to provide a consistently high quality service for patients during the out of hours period. The clinical staff at Badger are all local family doctors and nurses.

### **Can I see you instead of my own doctor?**

Badger is for urgent medical problems when your GP surgery is closed. Our purpose is to deal with the immediate problem, until you can see your own GP.

We do not deal with routine referrals to specialists, or organise investigations.

### **How do I contact the service?**

If you need to see a doctor or nurse urgently between 18:30 and 08:00, Monday to Friday or anytime on Saturday, Sunday and Bank Holidays, please ring the NHS 111 freephone number.

Whoever makes the call will be asked for details of the patient, including:

- Address
- Date of birth
- GP name
- Description of the problem

If you are visiting or are new to the area and not registered with a GP, please tell the call handler. If you are an overseas visitor, there may be a charge for consultation.

### **What happens then?**

A clinician will review your details and will decide on the best way to treat you. You will be called back and advised of the best course of action, which could be:

- Advice over the telephone
- An appointment to come into one of our Primary Care Centres, whichever is most convenient for you
- In more urgent cases you may be referred directly to a hospital

### **Can I just go to the centre without phoning beforehand?**

You are advised to call first to ensure we direct you to the most appropriate place.

### What can you expect from us?

- Everyone working for Badger will respect your right to confidentiality.
- Well trained staff, who will deal with your problem as promptly as they can.
- Explanation of the assessment and management of your problem.
- Referral to other agencies, if required.
- Culturally sensitive service.
- Access to services for people with disability, if required.

### What if I have a problem or query about Badger's service?

You should contact:

**Quality and Compliance Department**

Badger House  
121 Glover Street  
Birmingham  
B9 4EY

Tel: 0121 766 2170

Email: [qualityandcompliance@badger.nhs.uk](mailto:qualityandcompliance@badger.nhs.uk)

For more information about Badger and its structure, please visit our website at [www.badger-group.com](http://www.badger-group.com)

Remember, only call 999 or go to Accident and Emergency if it is really an emergency.  
Call 111