



End of Life  
Care  
Information  
Leaflet

## Powys and England: NHS 111

For patient families and carers  
in Shropshire, Telford & Wrekin  
and Powys

Shropdoc is here to help when your surgery is closed:

- Mon—Thurs **6pm—8am**
- Friday from **6pm** right the way through to Monday **8am**
- **All day** bank holidays

Please note that it can be difficult for us to visit in the margins of our service i.e. after **06:30am** on weekdays. We will do our utmost to see you, but if this is impossible then we will pass your call urgently at **8am** to your GP practice.

Therefore, please ring as soon as possible if you are having difficulties **by dialling 111**.

*We are here and awake all night,  
so please don't wait 'til morning light!*

### When should I call 111?

Whenever you need help or advice from a GP or nurse and your surgery is closed.

### What will happen when I call?

You will speak to an NHS 111 call handler who will ask questions about the presenting condition and use their own pathway. If necessary, they will refer you to Shropdoc to be seen by a clinician.

### Will I be visited at home?

Yes, if you need to be seen face to face by a clinician.

### Will you know anything about me?

We and 111 have limited access to your medical records, but we ask that surgeries share some extra information with us, which we call 'flagging notes'. This will be available to the UCP or Doctor at Shropdoc.

### Will my GP know that I have been in contact with NHS 111/ Shropdoc?

Yes. Shropdoc sends all records to the GP surgery at 8am the following day to ensure they are up to date with what care you have received from Shropdoc.

### Do you work with the hospice?

Shropdoc works very closely with the hospice team to ensure that you receive the best possible care.

### Do you have access to medication?

Yes. Shropdoc has a full range of medication and equipment to treat a patient's symptoms.



*For more information on the services  
Severn Hospice can provide, please visit  
their website at  
[www.severnhospice.org.uk](http://www.severnhospice.org.uk)*

*Severn Hospice, Shrewsbury  
01743 236565  
Severn Hospice, Telford  
01952 221350*

## The 'Just In Case' Box

## Medication Guide

*This information has been taken, with permission, directly from the Telford and Wrekin CCG website.*

A 'Just in Case' box is just what it says – it contains a small supply of medication that may well not be needed, but is kept in your home just in case you need it one day. Sometimes it can be difficult to get these drugs in a hurry, especially at night or at weekends, so it is very helpful to have them ready – just in case. **The medicines can only be given by an appropriately qualified clinician.**

### What is in the 'Just In Case' box?

In your 'Just in Case' box there are some small boxes containing several different injectable medicines and some information for the nurses and doctors. Your Community Nurse may give the medication by injection if you need it, provided that a doctor has authorised it. The box should be returned to the issuing pharmacy once it has been opened or is no longer required.

### What are the different medications for?

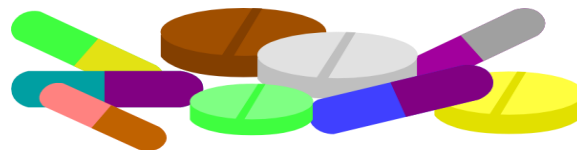
- **Diamorphine** – for pain and shortness of breath
- **Levomepromazine** – for sickness
- **Hyoscine** – for excessive moisture in the throat or chest
- **Midazolam** – for restlessness

### How do I look after my JIC box?

The medicines in your box have been prescribed for you and **should not** be given to anyone else. They don't need to be kept in the fridge, but should be kept in a safe place out of the reach of children. If the medicines are not required they should be returned to the issuing pharmacy.

### Do you have any questions?

If you have any questions about your 'Just in Case' box do feel free to ask your Community Nurse, Hospice Community Nurse Specialist or Pharmacist. Should you require this information in another language or format please ask.



## Key Phone Numbers

*If you need assistance in hours, you can contact your GP practice in the first instance.*

**To access Shropdoc Out of Hours, call NHS 111**

*For medical assistance with health problems that don't require an ambulance, but cannot wait for the next working day.*

**Severn Hospice**

- **01743 236 565 (Shrewsbury)**
- **01952 221 350 (Telford)**

## Notes