Any treatment you may require can be started immediately, for example – antibiotics, a nebuliser or pain relief.

We will discuss your care with you and arrange any further visits to support you at home if this is required.

You may need to be referred to other services. This will be discussed with you at the time of our visit.

In some cases, following your assessment you may still need to be admitted to hospital. If this is necessary we will discuss this with you and will then arrange your admission into hospital.

How do I contact the team?
The nurses can be contacted directly at any time of the day or night every day of the year by calling:
Telephone: 07908 414 673

The Gateshead Urgent Care Team

NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

For further copies of this leaflet please contact the Urgent Care Admin Team Tel: 0191 445 5425

This information can be made available in another format or language on request. Please contact the Communications and PR Team Tel: 0191 529 7118 Email: mopil@sotw.nhs.uk
What is the Urgent Care Team?

We are a nurse led team, providing urgent care to patients in their own home as well as in nursing and residential care homes.

We can respond quickly to calls in order to assess your needs, provide treatment and when necessary arrange services to support you at home in order to reduce unnecessary visits & admissions to hospital.

Our response times range from 30 minutes to four hours depending on assessment.

How can I be seen?

The Urgent Care Team is available 24 hours a day, seven days a week including bank holidays.

We can visit you if you are over 18 years of age and registered with a GP in the Gateshead area.

We accept referrals from all health care professionals such as a GP, ambulance service, nurses or social services as well as any member of the public.

We treat conditions or problems like –

- Chronic Obstructive Pulmonary Disease (COPD) – if you need urgent care for a ‘flare up’
- Chest infection
- Breathing difficulties
- Falls
- Stomach pains
- Animal bites
- Diabetics with a low sugar episode
- Urine infections
- Diarrhoea and vomiting
- Minor injuries e.g. sprains, strains, small wounds
- Coughs / colds / sore throats

When you ring us, you will speak to a nurse who will ask some questions about your condition and how you are feeling to ensure that your condition is appropriate for us to visit.

If a visit is appropriate the nurse will give you an approximate time frame when the nurses will arrive.

What will happen when the nurse visits?

On arrival the nurses, usually two, will make a full assessment of your condition and examine you.

They will ask some general questions about your health, any conditions you suffer from and the medication you are currently taking.