

## When should you call 0300?



'After Arthur's operation he isn't sure how to take his tablets. It's late and he can't get hold of his nurse. We advise him and arrange for a nurse to see him the next day'

'Anne's husband is 69. He is diabetic but is short of breath and confused. We send out the JET to assess him in two hours.'



'Joy's wound dressing has changed colour and starts to smell. It's not life-threatening so she dials 0300 who send out a clinician to change the dressing and arrange a follow up'

## Why call 0300 123 999 6?

- **The 0300** number is for urgent non life-threatening conditions if in need of a two hour response for anyone over 50 years old.
- **999** is for life-threatening conditions
- **111** is for non life-threatening conditions

If in doubt call the 0300 number who can advise the most appropriate service.

For more information about JET please visit [www.cpft.nhs.uk](http://www.cpft.nhs.uk), or call the Patient Advice and Liaison Service on 01223 726774



## What is the 0300 number?

An NHS telephone number for anyone over 50 years old and those with long term conditions when they need help for an urgent, but non life-threatening condition.

## How can you help me?

We can access a range of community services, including the Joint Emergency Team (JET).

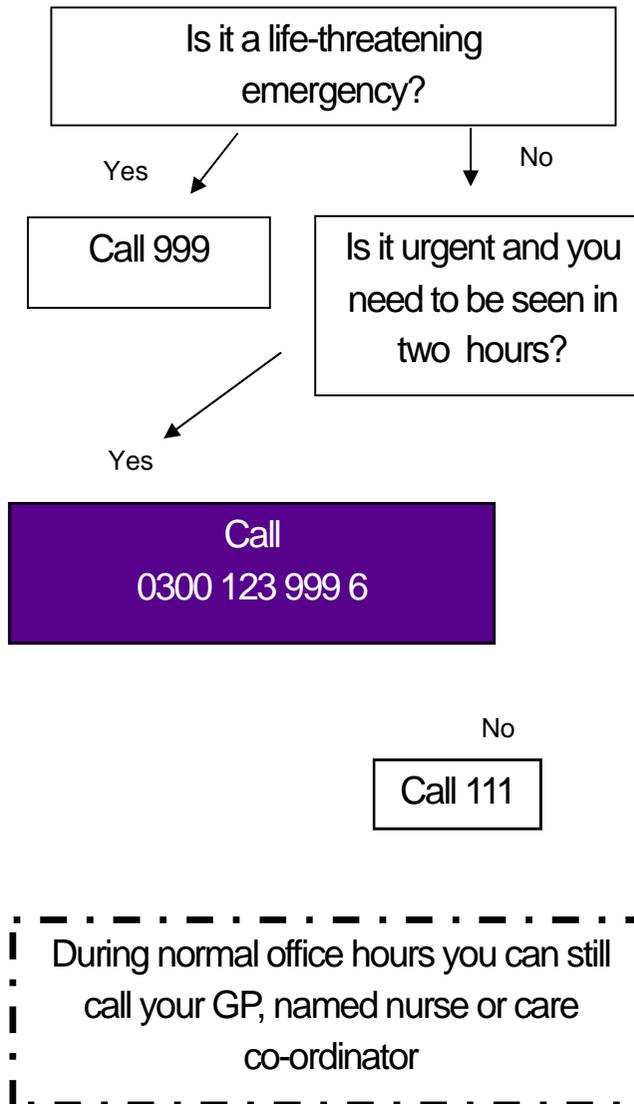
## What is JET?

JET is an urgent two hour response service for over 50s and those with long term conditions where a nurse or paramedic will assess and treat at patient at home. The patient's condition must meet certain criteria to receive a visit from JET otherwise an alternative community service or team will be called.

## What other community services exist?

We can access different community teams or services on your behalf e.g. district nurses or occupational therapists.

## When to call the 0300 number



## What happens when I call the 0300 number?

A local call handler will answer the call and after listening will either:

- Pass the caller directly to a clinician, e.g. a nurse for clinical advice
- Call out JET, the urgent community response team for assessment and treatment in the person's home
- Contact the relevant community service to arrange a visit
- Call an ambulance if it sounds life-threatening.

## When to dial 0300

- Deep or infected wounds/cuts
- Very bad sprains and strains
- Minor head injuries
- Mild to moderate breathing problems, e.g. chest infections
- Severe diarrhoea/vomiting or constipation
- Falls
- Water infections