**111 – MINOR ILLNESS**

**VOCARE:**

If VOCARE send any 111 referrals to the kgpc.ooh@nhs.net mailbox without phoning through – and we do not have the capacity to fulfil the disposition indicated on the referral – then please call the below number:

**0191 270 5282**

They will ask for the ‘Case I.D’ – this can be found in the purple box towards the bottom of the referral. They will then redirect the referral.

**CARE UK:**

If CAREUK send any 111 referrals to the kgpc.ooh@nhs.net mailbox without phoning through – and we do not have the capacity to fulfil the disposition indicated on the referral – then please call the below number:

**01306 267 111**

They will ask for the ‘Case I.D’ – this can be found in the purple box towards the bottom of the referral. They will then redirect the referral.

**SELDOC HOME VISIT:**

For any SELDOC home visit requests – please continue to fill out the form – this is pinned to the inbox in the kgpc.ooh@nhs.net mailbox.

Follow the instructions on the referral form.

You should get a reply to confirm it has been received.

If you do not receive any confirmation within 30 mins then please call the below number:

**0191 270 5270**