

**EXTENDED OUT OF HOURS  
APPOINTMENTS WITH GP'S OR ADVANCED PRACTITIONERS**



**01226 242419**

**[www.iheartbarnsley.org.uk](http://www.iheartbarnsley.org.uk)**

**i-HEART is a free service available to anyone registered with a Barnsley-based GP.**

The service provides same day appointments with a GP or Advanced Practitioner during evenings, weekends and bank holidays, which are available in locations throughout Barnsley.

### **Appointment opening times:**

Monday - Friday: 6:30pm-10:30pm  
Saturday & Sunday: 10:00am-1:00pm  
Bank holidays: 10:00am-1:00pm

### **Booking an appointment**

Appointments can be booked via telephone between: 4:00pm-6:00pm (Mon-Fri) & 8:00am-9:30am (weekends and bank holidays)

*"I found everyone very helpful and reassuring. The overall impression I had was of an excellent service where you are treated with dignity and respect. Thank you."*

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# **GREATER CHOICE MORE APPOINTMENTS TAILORED TO YOUR NEEDS**

**i-HEART is a free service which provides access to appointments with a GP or Advanced Practitioner during evenings, weekends and bank holidays.**

The service is quick and easy to use. Simply call 01226 242419 and we will arrange for you to see a GP or Advanced Practitioner at a location of your choice.

When you require a medical appointment you should always contact your own GP in the first instance.

## **Frequently asked questions**

### **Will I need to describe my symptoms on the telephone?**

No. i-HEART no longer operates a telephone triage service. If you require telephone advice, you should call NHS111 to discuss your symptoms.

### **Where can I obtain medical advice when i-HEART is closed?**

You should always contact your GP in the first instance with any medical concerns you have. If you are unable to access an appointment with your GP, you can continue to call i-HEART during our revised opening hours. When our phone lines are closed, you should call NHS111 for non-emergencies and call 999 for emergencies.

### **Do I need to book an appointment?**

Yes. All appointments offered by i-HEART **must** be booked using our telephone line. **Please note:** If you arrive without an appointment you will not be treated.

### **I want to comment on my experiences of using i-HEART**

We welcome all patient feedback. Should you wish to discuss your experiences of using i-HEART, please contact our patient liaison team via email: [bhf.patientfeedback@nhs.net](mailto:bhf.patientfeedback@nhs.net).