

Medway On Call Care OOH Call Incident Report

Call number:	15944	Receive Date:	24-Jul-2024 06:05
Patient's Name:	Katrina Margery	Gender:	F
Date of birth:	24-May-1967 (57 years)	Current Address:	Flat 1 Wing House
Address:	19 Priory Hill Holiday Park		Wing Road
	Leysdown		Leysdown On Sea
	ME12 4QR		Sheerness ME12 4QR
Return Contact No:			
Tel No:	01795 511482		01795 511482
Mobile No:	07484 257634		
Priority:	Urgent	Call Origin:	
Received:	24-Jul-2024 06:05	Calltype:	MedOCC UTC
Advised:	:	Arrived PCC:	
Cons start:	24-Jul-2024 07:18	Cons End:	24-Jul-2024 07:50
Consulting Doctor:	Lynn Hollands	Own doctor:	

NHS Number:
4000670514

External 111 Site Name -	South East Coast Ambulance Service NHS Trust
Outcome Code -	Dx05
Outcome Description -	To Contact A Local Service Within 2 Hours

Consultation details:

History -	Return call to patient details confirmed SCR accessed Patient states that since yesterday has swollen feet, knee and hand joints have swollen, is not able to walk No temperature Has been gagging x 3 Joint pain is the main reason for calling Has called an ambulance as not able to get out No hx of joint pain Has not tried GP yet
Examination -	T/C
Diagnosis -	?oedema with joint pain
Treatment -	advised to call GP this morning as patient states not able to get out Patient is going to wait for ambulance to assess. Warned regarding relevant red flags and specific safety netting advice given. Treatment plan agreed with patient.

Followups:

Treatment Complete - No follow up planned

Clinical Codes:

R023. [D]Oedema