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## CONTACT DETAILS

Patients requiring out of hours assistance please call the following numbers:

- **03000 247 247**
- or your local doctors surgery from which your call will automatically be redirected.

Patients using Typetalk please call:

- **18001 03000 247 247**

CHOC Ltd Opening Hours

- Weeknights: 6:30pm – 8am
- Saturday
- Sunday
- Bank Holidays

Please do not go to any of the CHOC treatment centres before contacting them on the above telephone number. If you need to be seen you will be given an appointment time or a home visit will be arranged.

The main CHOC treatment centres are located in:

### **Carlisle:**

CHOC Limited, Hilltop Heights, London Road, Carlisle, Cumbria  
CA1 2NS.

Please click [here](#) to see our location.

### **Whitehaven:**

West Cumberland Hospital, **use Accident and Emergency entrance**, Homewood,  
Hensingham, Whitehaven, Cumbria. CA28 8JG.

Please click [here](#) to see our location.

### **Penrith:**

Penrith Community Hospital, Bridge Lane, Penrith. Cumbria. CA11 8HX.

Please click [here](#) to see the location.

There is a **satellite surgery at Wigton Community Hospital:**

Cross Lane, Wigton, Cumbria. CA7 9DD.

Please click [here](#) to see the location.

### **Kendal:**

Westmorland General Hospital, in the Out-Patient Department, Burton Road, Kendal, LA9  
7RG.

Please click [here](#) to see the location

### **Barrow:**

Furness General Hospital, next to the A&E Department, Dalton Lane, Barrow in Furness,  
LA14 4LF.

Please click [here](#) to see the location



## **HOW DOES IT WORK?**

Local doctors and nurses in your area and neighbouring areas have organised the service for patients with urgent medical problems.

After a patient has contacted us they will be contacted and given advice or, if necessary, an appointment will be made for the patient to be seen at a local treatment centre. If necessary the doctor can arrange a home visit.

Patients are seen in order of priority but every attempt is made to keep to an appointment time. Clinicians are based in the treatment centres and attend home visits in cars equipped with the most up to date medical equipment. These cars are in constant communication with the staff at CHOC headquarters.

When a patient contacts the service with a problem that can wait until their own doctor's surgery opens they will be advised to report to their own doctor at the next routine surgery. In this way clinicians will be free to deal with urgent cases promptly.

CHOC cars are driven by professional drivers who know the area well. Each car is well equipped carrying the OOH formulary and emergency equipment. This is arranged into a 'kit system' which is extremely comprehensive. Our Enhanced Treatment Centres also carry a comprehensive stock of drugs and equipment. Full packs of medication are issued to patients when necessary.

Nurses who have completed the nurse prescribing course can also dispense drugs.



## **CALLS PROCEDURE**

We are committed to local service delivery to ensure patients receive quality and cost effective care.

### **Priority**

Calls are dealt with in three categories:

- Emergency — determined by nature of complaint (chest pains, collapse, shortage of breath etc) and / or the caller
- Urgent
- Routine

#### Emergency Call

If it is an emergency call, a clinician is alerted and deals with the call immediately.

#### Urgent Call

A clinician will ring back within 20 minutes.

#### Routine Call

A clinician will ring back within 60 minutes.

### **What is telephone triage?**

Telephone triage is a process by which a patient's health problems are prioritised according to their urgency. The basic aim of triage is to establish whether a patient needs to be seen or given advice. If a patient needs advice, it is evidence based.



## **CAN YOU TREAT YOURSELF AT HOME?**

Keeping a well-stocked medicine cabinet at home can help you treat many minor ailments, cuts and bruises. Your pharmacist/chemist can advise you on what to keep in your cabinet. You can take care of many minor complaints with medicines or kits that are available over the counter.

A self-help guide is also available at the back of all new Thomson Local Directories. Always consult your doctor if the problem persists or becomes more severe.

Please visit our Links page on [www.chocld.co.uk](http://www.chocld.co.uk) for further online NHS resources.

## **Do you need emergency hospital treatment?**

If you or someone else experiences a critical or life threatening situation such as a suspected heart attack, severe chest pain, unconsciousness, heavy blood loss, serious accident, broken bone, severe breathing difficulties or head injuries, call 999.

In all these cases a rapid and professional response is crucial to the patient's condition and survival.

## **Ring 999 for an ambulance only in an emergency.**

If your complaint is serious but not an emergency then go to an Accident & Emergency department which is located at a major hospital. These are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

For more minor ailments such as toothache, a stubbed toe, a strained muscle or a sore throat, please try one of the alternative treatments suggested on this page.

## **Dental problems**

If you are a registered patient, you should ring your own dentist. Unregistered patients can receive advice from Dental Direct on 01228 603900 or NHS Direct on 0845 4647.



## **GOVERNANCE**

### **Corporate Governance**

CHOC Cumbria has a board of representatives from GP practices, health services management and a non-executive director with responsibility for patient focused services. The Executive Committee comprises the Chairman, Chief Executive, MD and Medical Director and is responsible for the day to day management of the service, including clinical and corporate governance.

CHOC is commissioned to provide its services by the Cumbria PCT and is required to meet national quality requirements and reports quarterly on these to the PCT.

### **CHOC Board**

Mr Robin MacLeod (Chairman)  
Dr Mark Taylor (Medical Director)  
Mrs Susan Blakemore (Managing Director)  
Mr Brian Thwaite (Finance Director)  
Dr John Bone, Carlisle  
Dr Jonathan Smith, Eden Valley  
Dr Nicola Stevenson, West  
Mr Peter Canham, Non-Executive Director  
Dr Richard Russell, Non-Executive Director  
Dr Steve McQuillan, Non-Executive Director

### **Clinical Governance**

What is clinical governance?

A framework through which the NHS organisations are accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

Clinical governance covers:

- Patient safety
- Cost effectiveness
- Management, leadership and accountability
- Patient focus
- Accessibility and responsive care
- Care environment and amenities
- Public health programmes

For more details, please see our Out of Hours clinical governance plan on the download page of the [CHOC website](#).