

What is the CHoC Extended Access Service (CHEA)?

The CHoC Extended Access Service (CHEA) provides evening and weekend pre-bookable routine appointments with GPs, Nurses and Health Care Assistants. The service is available in South Cumbria, which makes it easier for you to get a routine appointment at a time that suits you.

The NHS 111 and the CHoC Out of Hours service is still available for unplanned primary health care needs.

When are these appointments available?

Appointments are available from 18:30 on weekday evenings and from 09:00 on weekends.

Who can access these appointments?

Anyone registered with a GP practice in south Cumbria. Temporary residents can also access the service, however they would need to be registered as a temporary resident at a Cumbria GP practice in order to access the service.

What can I be seen for?

A CHEA appointment is just like an appointment at your own GP practice, they are for routine primary care health needs.

Will I see my own GP and/or nurse?

You will be seen by experienced GPs, nurses and Health Care Assistants but it is unlikely you will be seen by your own GP or practice nurse. If you would prefer to see your usual GP or practice nurse please book an appointment with your usual GP practice during their normal hours.

How do I book a CHoC Extended Access appointment?

You can request to have a CHEA appointment via your GP surgery or by calling the direct booking line on 03000 247 247.

If urgent care is required out of your normal GP hours please call 111. If your need is life threatening please call 999 or go to your nearest A&E.

Will the clinician I see have access to my medical record during my appointment?

The service uses EMIS Web Remote Consultation which ensures that the patient records go back to the patients GP practice.

How do I cancel an appointment?

To cancel your appointment you can either ring your GP surgery or CHoC on 03000 247 247.

Where do I go for my appointment?

CHEA appointments are available at various locations:

Ambleside

Ambleside Health Centre

Barrow

Furness General Hospital, Barrow in Furness

Grange

Grange Health Centre

Kendal

Westmorland General Hospital, Kendal

Feedback

We strive at all times to provide patients with a first class, responsive service. Please let us know if you have any compliments or complaints.

By phone: 01228 514 830 (weekdays 08.00 – 17.00)

By letter to: FAO Chief Executive
Cumbria Health on Call
Hilltop Heights
London Road
Carlisle
CA1 2NS

By Email: CHOC.Governance@choc.nhs.uk

Protection and Use of Patient Information

The details you provide to us are held securely for medical purposes. Some of the information is also used for clinical auditing purposes to evaluate our performance against NHS standards.

We will not disclose your information to third parties without your permission. Details of how we use your personal data are set out in our privacy notice for service users and third parties, which is available on our website at <https://www.choclttd.co.uk/privacy-policy/> or from our reception desks.



Cumbria Health on Call



Cumbria Health on Call

CHoC Extended Access Service (CHEA)

EVENING / WEEKEND GP AND NURSE APPOINTMENTS IN SOUTH CUMBRIA

