

## 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 Pharmacists. The service is available in North 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 6.30pm on weekday evenings and from 8am on weekends.

## Who can access these appointments?

Everyone registered with a GP practice in Cumbria. Temporary residents can also access the service providing they are registered as a temporary resident with a Cumbrian GP practice.

## 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 Pharmacists 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 directly with them during normal practice hours.

## How do I book a CHoC Extended Access appointment?

You can request a CHEA appointment via your GP surgery.

If urgent care is required outside your GP's usual opening hours, please call 111. If your need is life threatening, please call 999 or go immediately to the nearest A&E Department.

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

The service uses EMIS Web Remote Consultation. This ensures that your patient record is updated by the clinician you see and the information is available to your practice.

## How do I cancel an appointment?

To cancel your appointment you can either ring your GP surgery during their normal opening hours or CHoC on 03000 247 247.

## Where do I go for my appointment?

CHEA appointments are available at various locations:

### Carlisle

CHoC Centre, The Cumberland Infirmary

### Eden

Penrith Hospital (Outpatients Department), Penrith  
Upper Eden Medical Practice, Kirkby Stephen  
Temple Sowerby Medical Practice  
Appleby Medical Practice

### Whitehaven

CHoC Centre, The West Cumberland Hospital (within A&E)

### Wigton

CHoC Centre, Wigton Hospital

For an interactive map of sites and appointment times visit:

[www.chocltd.co.uk/chea](http://www.chocltd.co.uk/chea)

## 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 8am – 5pm)

**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.chocld.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 NORTH CUMBRIA**

