

We strive at all times to provide patients who need the Out of Hours service with a first class, responsive service. Please let us know if you have any compliments.

If however, you have any concerns with any aspect of the service please contact Cumbria Health on Call.

By phone: 01228 608200 (weekdays 08.00 – 17.00)

By letter to: Managing Director
Cumbria Health on Call
Hilltop Heights
London Road
Carlisle
CA1 2NS

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.

**Hearing Impaired users who need to contact CHoC
please call (Typetalk) 18001 03000 247 247**



Cumbria Health on Call

Cumbria **NHS**

Cumbria Health on Call

A Guide to Our Services

 **03000 247 247**

Hours of Operation

Cumbria Health on Call provides cover when your GP Practice is closed.

Monday to Friday: before 08.00 and after 18.30

Saturday and Sunday: 24 hours

Bank Holidays: 24 hours



Cumbria Health on Call

Cumbria Health on Call is here to help you when your own surgery is closed and you cannot wait until your surgery opens to seek medical attention.

Telephone calls to CHoC

If you need help from CHoC the number to call is 03000 247 247.

All calls to and from CHoC are voice recorded. A Call Handler will take your details including telephone number, name, current location (usually your home address) and your registered GP details. They will also take some basic details about the reason for your call so that all calls can be prioritised if there are a number of callers to telephone back.

A nurse or doctor will telephone you back and discuss your symptoms to try to identify the best course of action. Around half of our callers receive telephone advice and the reassurance that this provides is often sufficient.

The remaining callers are invited to see a clinician in a local CHoC Treatment Centre and an appointment time is agreed at the end of the telephone call. Patients can be seen in one of six Centres:

- **Carlisle** - Hilltop Heights off London Road
- **Whitehaven** – West Cumberland Hospital
- **Penrith** – Penrith Community Hospital
- **Wigton** - Wigton Community Hospital
- **Kendal** – Westmorland General Hospital
- **Barrow** – Furness General Hospital

Home Visiting Guidelines

There are conditions for which you would not usually receive a home visit.

In Children: Common symptoms such as fevers, colds, cough, sore throat, earache, diarrhoea, vomiting and most cases of abdominal pain.

In Adults: Common problems such as cough, sore throat, influenza, generally feeling unwell, back pain and abdominal pain.

In these circumstances patients are usually well enough to travel and should be able to make their way to one of our six centres.

Home visit recommended

Home visiting makes clinical sense and is recognised as the best way of responding in cases involving:

- A terminally ill patient.
- A truly housebound patient for whom travel to a centre by car would cause deterioration in their medical condition.

Why is it better for a clinician to see me at the centre?

- More accurate diagnosis can be made with all the examination facilities and equipment available at the centre.
- Should you need to be admitted to hospital, this can be quickly arranged from the centre.
- Our clinicians can see 4 – 6 patients at the centre in the time it takes to do one home visit. This means we can see patients promptly and see the most urgent cases more quickly.

Appointments

Patients should telephone CHoC rather than attend a centre without an appointment. This is because:

- Patients who walk in/arrive at the centre without first telephoning may not be seen for some time as other patients may require to be seen more urgently.
- There may not be a clinician present - they may be out on home visits.
- There may be a delay in seeing a clinician if they are busy with patients who have been given an appointment and have previously been assessed over the telephone.
- It may be that telephone advice is all that you require and the travel to a centre has been unnecessary.

Please telephone first - you may save yourself time and avoid a lengthy wait. If you need to be seen in a centre an appointment will be arranged when you telephone CHoC.