

Update on Cambridge Out of Hours GP service relocation to Addenbrooke's Hospital site

On 8 August 2017 the Cambridge Out of Hours (OOH) GP service will move from Chesterton Medical Centre to the Urgent Treatment Centre (UTC) at Addenbrooke's Hospital.

Recently refurbished, the UTC is located within Clinic 9 at Addenbrooke's Hospital and is a short walk (100m) from the A&E department. The OOH GP service will continue to be provided by the current providers, Herts Urgent Care (HUC), and will operate between 6.30pm and 8.00am on weekdays and 24 hours at weekends and on bank holidays.

Accessing Cambridge OOH GP service

The Cambridge OOH GP service will continue to provide advice, information, and treatment for patients who become unwell when their own GP surgery is closed.

The OOH GP service does not offer walk-in appointments. To contact the service you will need to call NHS 111, which is available 24 hours day, 365 days a year and is free to call from mobile phones and landlines.

The NHS 111 team will assess your condition over the phone and if they think you need to be seen by a health professional, they will refer you to the OOH GP service. You will then be offered either:

- A telephone consultation with a doctor or nurse practitioner
 - A face to face appointment at the Urgent Treatment Centre at Addenbrooke's Hospital to see a doctor or nurse practitioner
- or
- A home visit from one of our doctors or nurse practitioners.

Attending OOH GP service located at Addenbrooke's Hospital

Patients and visitors arriving by car will be required to park in car park 1. This is a multi-storey car park that is clearly signposted and is a short walk from the Urgent Treatment Centre. Patients and visitors to the OOH GP service will be charged the fixed outpatient rate of £3.60. To obtain this reduced fee, car park tickets will need to be stamped by reception staff at the Urgent Treatment Centre prior to the patient leaving the centre.

There will also be three designated 'drop off no-waiting' bays directly outside of the Urgent Treatment Centre alongside a number of disabled parking bays.

New signage has been installed to ensure clear, easy to follow directions from car park 1, the bus station, and the A&E department. The car park and walkways are well lit and Addenbrooke's operates 24 hour security across the site.

Within the Urgent Treatment Centre there will be seven consultation rooms, a patient waiting area, and a reception. A vending machine will be available in the reception area; there is also a wide range of facilities in Addenbrooke's main concourse, including a 24 hour coffee shop.



Enhanced GP streaming service

From 15 August 2017 Addenbrooke's GP streaming service will also be located within the Urgent Treatment Centre in Clinic 9 and will work alongside the OOH GP service.

The GP streaming service will deliver urgent primary care services to patients who attend the A&E department but are identified as having a need for urgent primary care rather than A&E care. From 15 August 2017 this service will be extended to operate between the hours of 8am and 11pm. This is in line with a national requirement for GP streaming models to be in place at all A&E departments by October 2017.

Patient engagement

The feedback received during the public consultation has been invaluable and we will continue to engage with local communities. Patient, staff, and local councillor representatives will continue to be part of the project steering group to ensure any areas of concern are addressed.

If you belong to a group or organisation and would like Cambridgeshire and Peterborough Clinical Commissioning Group to come and talk to you about local health services, you can invite us along to one of your meetings by contacting the Communications and Engagement Team on 01223 725304 or by email to CAPCCG.contact@nhs.net