

**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.**

# Cumbria Health on Call

## A Guide to Our Services

### 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

[www.choc ltd.co.uk](http://www.choc ltd.co.uk)

### Telephone Calls to CHoC

Most calls to CHoC now need to go through the 111 service. If 111 decide the call requires a clinician they will direct your call to CHoC.

However if you are a patient where your own GP has agreed a specific care plan or if you are a patient that requires the District Nursing Team then you can still contact CHoC directly on our new number:

**0300 30 34 365**

The call handler will need to take all the necessary details in order to deal with the call appropriately. **Please do not use this number unless the above applies as you will be requested to put the phone down and dial 111.**

### Visiting ChoC Treatment Centres

Once you have spoken to a CHoC Clinician you may be invited to come to a treatment Centre. If this is the case you will be given an appointment.

### Home visits

Home visiting is reserved for:

- Terminally ill patients
- Truly housebound patient for whom travel to a Centre by car would cause deterioration in their medical condition

Once you have spoken to a CHoC clinician you may require a home visit