

## What is the Extended Access Service?

The Extended Access Service 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 to 8pm on weekday evenings; 8.30am to 6.30pm on Saturday and 8.30am to 1.30pm on Sunday.

## Who can access these appointments?

Everyone registered with a GP practice in Copeland:

Distington Surgery  
Fellview Healthcare  
Lowther Medical Centre  
Mansion House Surgery  
Queen Street Medical Practice  
Seascale Health Centre  
Westcroft House Surgery

Temporary residents can also access the service providing they are registered as a temporary resident with a Copeland GP practice.

## What can I be seen for?

An 'extended access' 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 you may not 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.

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

Yes. This ensures that your patient record is updated by the clinician you see and the information is available to your practice.

## How do I book an Extended Access appointment?

You can request a weekday or weekend 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.

## How do I cancel an appointment?

To cancel your appointment you should phone your GP surgery during their normal opening hours. To cancel a weekend appointment outside normal surgery hours call CHoC on 03000 247 247.

## Where do I go for my appointment?

Extended access appointments are available at various locations. **Weekday evening appointments** will be available at one of the Copeland GP surgeries listed above.

**Weekend / Bank Holiday appointments** are provided by ChoC (Cumbria Health on Call) at the ChoC Centre, West Cumberland Hospital (within A&E)

## 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.

### Weekday service

**By phone:** 01946 692241 (8am – 6.30pm)

**By letter:** FAO Practice Manager  
1 Castle Meadows  
Whitehaven  
Cumbria  
CA28 7RG

### Weekend service

**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:** [office@choc.nhs.uk](mailto:office@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 from your practice or on the CHoC website at <https://www.chocLtd.co.uk/privacy-policy/>



**Lowther Medical Centre**

# Extended Access Service

**EVENING / WEEKEND GP AND NURSE  
APPOINTMENTS IN COPELAND**

**Provided by Copeland GP practices working  
in partnership with CHoC**

