

OUT OF HOURS GP SERVICE RELOCATION INFORMATION FOR PATIENTS

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.