

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

Following public consultation, Cambridgeshire and Peterborough Clinical Commissioning Group (the CCG) has agreed to relocate the Cambridge Out of Hours GP service from Chesterton Medical Centre to the Addenbrooke's Hospital site.

This service is due to relocate this summer and will continue to be provided by the current providers, Herts Urgent Care (HUC).

A number of issues were raised during the public consultation on the proposed relocation. The CCG has agreed to the relocation subject to a number of recommendations in response to these. This document provides an update on these specific areas of concern and current progress of the relocation.

Helping services to work closer together

We believe that relocating the Out of Hours GP service will not only enable services to work closer together but it will make them more clinically effective for patients.

The OOH service will work alongside the Addenbrooke's current GP streaming service to help reduce pressure on the hospital's A&E department by streaming primary care related conditions directly to a GP. This is in line with a national requirement for GP streaming models to be in place at all A&E departments by October 2017.

As a result, the Out of Hours GP service and GP streaming service will deliver urgent primary care services to:

- Patients who have been referred for an Out of Hours appointment following a call to NHS 111 between the hours of 6.30pm and 8am weekdays, and over the weekend from 6.30pm Friday to 8am Monday morning.
- Patients who attend the A&E department but are identified as having a need for urgent primary care rather than A&E care, between the hours of 8am and 11pm.

Cambridgeshire and Peterborough CCG is now working with Addenbrooke's Hospital, Herts Urgent Care, and stakeholders to ensure the services are safely put in place.

Updated facilities and parking

The Cambridge Out of Hours GP service will be located in the Urgent Treatment Centre (UTC), which is in Clinic 9 at Addenbrooke's Hospital and is short walk (100m) from the A&E department.

The UTC is currently under renovation and once complete will have seven consultation rooms, a patient waiting area, and a reception. The GP streaming service will also be located within the UTC.

Patients and visitors will be required to park in car park 1 and will be charged the fixed outpatient rate of £3.60. To obtain this reduced fee, car park tickets will need to be stamped by the UTC prior to the patient leaving the centre. There will also be three designated 'drop off no-waiting' bays directly outside of the UTC alongside a number of disabled parking bays.

New signs will be installed to ensure clear, easy to follow directions are available from car park 1 as well as from the A&E department. A vending machine will be available in UTC reception for light refreshments; there is also a wide range of facilities in Addenbrooke's main concourse, including a 24 hour coffee shop.

Improving access and awareness of local services

The CCG is committed to reducing health inequalities and to improving access to services for all patients.

Residents within CB4 raised concern that the relocation of the Out of Hours GP service would impact on their access to GP services. By April 2019, there is a national requirement for the total population to have access to pre-bookable and same day, evening and weekend appointments within general practice. Over the next six months the CCG will be working with local GP groups to develop a further service delivery model that we can commission. Additional funding is expected next year, from April 2018, to begin implementation. The CB4 postcode has been earmarked as a priority.



To help raise awareness of current local services, a new mobile app is now available to download. Quick and easy to use, the 'MyHealth Cambridgeshire & Peterborough' app directs you to your nearest appropriate NHS service. This includes local GPs, pharmacies, minor injury units, and dentists, based on your location or postcode.

The app is free to download for iOS via Apple Store and for Android via Google Play by searching for 'MyHealth C&P CCG'. It is also available in five other languages, including Polish, Latvian, and Lithuanian.

Patient engagement

The feedback received during the public consultation has been invaluable and we will continue to engage with local communities. We have set up a project steering group, which includes patient, staff, and local councillor representatives, to take the project forward and ensure the key areas of concern are addressed.

If you belong to a group or organisation and would like the CCG 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