



**Western Cheshire**

Your partner for longer healthier lives

1829 Building  
Countess of Chester Health Park  
Liverpool Road  
Chester, CH2 1HJ  
Switchboard: 01244 650300  
website: [www.wcheshirepct.nhs.uk](http://www.wcheshirepct.nhs.uk)

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**Dear Resident,**

People tell us they want more convenience and choice from GP services, including the chance to book routine appointments in the evenings and on Saturday mornings. They also say they do not always know where to go when they have an urgent health problem. This letter is one of the ways in which we are helping you get access to GP services when you need them.

We have worked closely with our local GP colleagues to provide you with round-the-clock access to GP services.

**Booking a routine or urgent appointment with a doctor or nurse at your own GP practice, 8am - 6.30pm on weekdays**

Urgent medical care will be available through your surgery as needed. You will also be offered a routine appointment within two working days and/or the chance to book an appointment more than two days in advance, if necessary. Telephone your GP surgery to access these services.

**Extending access for routine appointments - 6.30pm - 8pm and Saturday mornings**

All patients registered with a GP practice in western Cheshire can now book a routine appointment, up to two weeks in advance, in the evenings and on Saturday mornings at one of four locations in western Cheshire:

- St Martin's clinic, Chester - Monday to Friday and on Saturday mornings
- Ellesmere Port Hospital - Monday to Friday and on Saturday mornings
- Helsby (Monday and Tuesday)
- Tattenhall (Wednesday to Friday and Saturday mornings)

Just telephone **01244 364700**. Appointments are available between 6:30pm-8pm, Monday to Friday and 10am-12noon on Saturday mornings. The service is staffed by local GPs. Whilst you may not see a GP from your own practice, you will certainly see a *local* GP and we are exploring how we expand the service in future to make the service available in more local practices.

**Urgent GP care - after 6.30pm on weekdays, at weekends or on Bank Holidays**

If you need to see a doctor *urgently*, you should contact the Western Cheshire GP Out of Hours Service, telephone 01244 343300. This service is for emergencies only. If your concern relates to a child under 12, you will *always* be offered a face-to-face appointment.

**If you are registered with a GP practice in Neston or Willaston**, please telephone the Wirral Out of Hours Service on 0151 678 8496 or telephone your own GP practice and you will be put through to this service.

**Increasing your access to GP services**

Our annual patient survey tells us patients are generally very satisfied with local GP services. We are delighted to hear this and have plans to make further improvements. We want to create a "GP-led" health centre in Blacon that will provide "walk-in" services for all western Cheshire patients on weekdays, Saturdays, Sundays and Bank Holidays.