Dear Colleague

**Update: NHS out of hours service for East Surrey**

As you may already know, from 1 April 2014 Integrated Care 24 Ltd (IC24) has been providing the out of hours service in East Surrey. This is one of the changes being introduced by East Surrey CCG in conjunction with the organisation that provides the service, Integrated Care 24 Ltd (IC24), and in partnership with Surrey and Sussex Healthcare NHS Trust, to help improve urgent care services in the East Surrey area.

From 8 July 2014 the out of hours service will be moving back to East Surrey Hospital, where it was originally based before relocating to Caterham Dene hospital when the emergency department was built.

The out of hours service is for patients who have an urgent health need outside of normal GP practice hours. Patients contact the service through the **NHS 111** number by dialling 111.

The out of hours service operates from 6.30pm – 8am from Monday to Friday. Over the weekend i.e. Friday evening (6.30pm) to Monday morning (8am) and during public holidays the service is available 24 hours.

It is a GP led service and replicates in hours services by using a mix of different healthcare professionals: GPs, highly qualified nurses (Advanced Nurse Practitioners), and paramedics with advanced skills (Paramedic Practitioners), who can all prescribe medicine if required. In addition, some phone advice will be offered where appropriate.

By moving the out of hours base back to East Surrey Hospital, the service will be in a more central location in the East Surrey area. The hospital site is accessible to more East Surrey patients with good facilities, such as extensive parking, and with much better public transport links.

There are also advantages to being co-located with a hospital as the service will be able to ensure access to hospital emergency services for any patients requiring urgent treatment.

If you want to know more about the out of hours service or have any questions about this change to the service location, please do not hesitate to contact me.

Kind regards

Dr David Hill

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