

# West Essex Integrated Urgent Care and GP Extended Access service

## Cancelling Extended Access (EA) appointments

As previously advised, since 1 April 2019, patients and practice staff who need to cancel, amend or request a change to their EA appointment are able to contact HUC by ringing 111 and then selecting option 3. Patients are only able to cancel or change their appointment by calling this number (if another appointment available). They are not able to book an initial appointment through this number and should contact their practice.

Please also ensure you update your practice website with the following:

**When the surgery is closed** If you require urgent medical assistance out of surgery hours please contact NHS111. To get help from NHS111, you can:

- call 111
- go to [111.nhs.uk](https://111.nhs.uk) (for people aged 5 and over only)

NHS111 is available 24 hours a day, 7 days a week. Calls to this service are free from both landlines and mobiles.

## Evening and weekend appointments

You can now see a GP or another healthcare professional on weekday evenings and weekends. To book an appointment, please call the surgery. To find out more about the service, including the treatment centres where you may be seen, please go to <https://hucweb.co.uk/services/gp-extended-access/> If you have booked an evening or weekend appointment in West Essex via your GP surgery and need to cancel or change it, please ring NHS111 and select option 3.