

**Background:** The Commissioning Group for Cambridgeshire and Peterborough requested a single point of access (SPA) - centralised call taking for Cambridgeshire (Cambs) and Peterborough's (PBO) 0300 phone line for iCaSH services, merging call handling across Cambridgeshire's three sites: Lime Tree (Cambridge), Oak Tree Centre (Huntingdon) & Parkside (Wisbech) with Peterborough's Kings Chambers.

This case study outlines our approach to implementing this change.

**The challenge...**

Clinics across Cambs and PBO had varied opening times which meant some patients were unable to access services consistently. Appointments were booked for patients based on appointment availability of their local clinic. \*The Commissioners were keen for a single point of access.

**The solution...**

**Implement a centralised call centre** to increase access into service – providing patients with a choice where they would like to be seen. This gives patients an opportunity from Monday to Saturday to contact the service whereas previously they were unable to get through if their local site was closed. Increased knowledge across the sites for call handlers to provide a more robust staffing cover in situations of reduced staffing.

